

Job Description: Events and Operations Coordinator

Reports to: Head of Professional Development

Location: West London (with flexible working available)

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £35,000 – £37,000

Purpose of the role:

It is an exciting time to join the Professional Development team at Ark. The organisation has set its strategy for the next 10 years and the team is a key lever in the organisational goals; be better, bolder, bigger, together, by delivering transformative professional development programmes and events for teachers, operations staff members and leaders within our schools as well as staff within our Central Team to aid in meeting our ambitious goals.

To achieve these aims we deliver bespoke leadership development and select National Professional Qualification (NPQs) programmes, alongside specialist targeted programmes for our senior leaders and other one-off training sessions. In addition, we deliver a range of professional development programmes for our line managers and operations leaders in schools. We also manage a Learning Management System (LMS) aimed at providing our organisation with a targeted, effective digital training offer.

We are looking for someone who would thrive being the beating heart of effective operational and event support. The successful candidate would have significant operational and event support experience as well as programme and project co-ordination. They would:

Provide operational management and coordination for our large-scale network events (2000-4000 attendees) and professional development programmes, ensuring a seamless participant experience across virtual and in-person delivery.

- Lead event logistics and administration, including communications, registrations, stakeholder coordination, budget monitoring, reporting, training materials production, and feedback collection.
- Manage relationships with schools, partners, training providers, and accreditation bodies, overseeing programme registrations, quality assurance processes, and continuous improvements to event delivery and systems.

The successful candidate will get personalised development throughout their journey with Ark, and opportunities to further professional qualifications.

Key Responsibilities:

Operational management of the delivery of our large-scale network events and smaller training initiatives - virtual and in-person

- Manage the logistics of our training events and programmes (20-4000 attendees) and be the first point of contact for delegates, schools and partners from an operational perspective by:

- Being the first point of contact for our events and training programme and providing an excellent and seamless participant experience
- Managing the registration and communication process for events, and ensuring accurate attendance records for each event
- Responding to attendee and school queries in a timely manner
- Attending and managing logistics of events (virtual and in-person)
- Working with schools and external venues to manage resources required (i.e. AV and catering)
- Liaising with external vendors and training providers by forming great working relationships with our partners
- Keeping track of and monitoring event expenditure ensuring events are delivered to budget
- Tracking engagement metrics for events (attendance at events, feedback, etc.) and producing reports for senior stakeholders
- Working closely with facilitators, subject matter experts and senior stakeholders to understand event requirements and convert those into operational plans
- Designing and adapting training materials (booklets, handouts, videos and slides) needed for the delivery of training events
- Producing high-quality event communications through varied means – newsletters, intranet, e-mail and announcements through our LMS
- Ensure compliance with safeguarding, GDPR, cyber security, and health & safety standards for all events

Workflow & Systems Improvement:

- Manage the PD "rhythm of the year" and team calendar to support proactive planning
- Project managing the creation of event agendas/schedules and making sure any potential clashes are considered
- Lead small operational projects that enhance efficiency (e.g., comms automation, registration upgrades)
- Collaborate with the Digital Learning & LMS Lead on platform-linked event processes

Other:

- Actively promote the safety and welfare of our children and young people
- Any additional duties as might reasonably be expected to ensure the smooth running of the professional development team as directed by the Head of Professional Development and/or the Director

This job description is not exhaustive and may be reviewed and amended from time to time to reflect the changing needs of the organisation. Any significant changes will be discussed with the post holder.

Person specification

Qualifications:

- Degree or equivalent professional experience
- Project or event management training/qualification desirable
- Right to work in the U.K.

Knowledge & Skills:

- Excellent project management skills with attention to detail, and ability to handle multiple projects/stakeholders (essential)
- Excellent IT skills, with specific skill in using Microsoft Office applications (especially proficient Excel, PowerPoint, Outlook and SharePoint (essential)
- Strong experience of planning complex event schedules and calendar management (essential)
- Strong experience of project and/or in-person and virtual events management (essential) large-scale events (desirable)
- Strong written and oral communication skills including the ability to: write effective copy, proofread, and produce comms for diverse audiences (essential)
- Excellent communication upwards, influencing skills and the ability to build positive working relationships quickly (essential)
- Experience of Learning Management Systems or other systems (desirable)
- Experience of working in/or with schools and knowledge of the education sector (desirable)
- Ability to design and optimise operational systems, workflows and templates (desirable)

Experience:

- Significant experience managing event/programme logistics
- Experience working with external suppliers, venue staff, AV teams and catering vendors
- Experience running registration systems, attendance tracking and evaluation processes
- Experience working in education settings or mission driven organisations (desirable)
- Experience contributing to process improvement or operational redesign projects

Personal Qualities:

- A person who thrives off participants on our learning interventions having a seamless experience
- Takes initiative in everything they do and shows a willingness to go the extra mile
- Absolutely must take pride in their work with great attention to detail
- Is resilient and will find a way to overcome barriers
- Flexibility and responsive to change
- Diplomatic and must have an active willingness to be a team player
- Internally motivated and committed to driving up standards of work
- Aligns strongly with Ark values

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).