

## JOB DESCRIPTION – EVENTS, OPERATIONS AND COMMUNICATIONS COORDINATOR

<b>Role</b>	Events, Operations & Communications Coordinator		
<b>Reports to</b>	Executive Director, ISD Germany	<b>Direct reports</b>	0
<b>Budgetary responsibility</b>	Office budget	<b>Resource responsibility</b>	Any specific non-financial resources the role is responsible for
<b>Safeguarding</b>	None	<b>Key relationships</b>	ISD staff, external contractors in Berlin
<b>Contract</b>	Permanent, full-time	<b>Location</b>	Berlin and home based (During COVID-19)
<b>Salary</b>	EUR 36.000	<b>Level</b>	Coordinator

### ISD's Guiding Principles

ISD's four Guiding Principles run through all of our work and reflect our culture. We expect all members of the team to embody these principles, regardless of seniority and role.

<b>INTEGRITY</b>	We're passionate about doing the right thing and holding ourselves to high standard
<b>COLLABORATION</b>	Together we create more than the sum of our parts
<b>AGILITY</b>	We're dynamic, fast, responsive and proactive in our work
<b>COURAGE</b>	We take considered risks in order to drive change

### Role Purpose

The Events, Operations & Communications Coordinator is responsible for ensuring smooth delivery of day-to-day operations at ISD Germany. Supporting the Executive Director and project teams across a broad spectrum of responsibilities, the post holder will provide support with general administration, office management, communications coordination and event logistics.

The post holder will have excellent written and verbal German and English language skills, be a good communicator, and have a problem solving mind-set. Approachable with a drive to use their own initiative and work independently, the post holder will also have strong organisational skills and a keen interest in ISD Germany's mission.

### Responsibilities

#### 1. Support Executive Director and project team (30%)

- Arranging meetings and prioritising key appointments for the Executive Director
- Organising travel where required for the team
- Providing general administrative support to the Executive Director and team

**2. Office management (20%)**

- Sourcing and managing equipment and supplies
- Liaising with ISD UK on IT support and matters
- Maintaining office essentials such as setting up internet and managing contractors
- Providing support with general office administration as needed

**3. Communications and Events (40%)**

- Organising external project-related events (digital and in-person), including sourcing of venues, booking travel and liaising with stakeholders
- Preparing documentation for and arranging schedule for regular ISD Germany Board meetings
- Screening enquiries and requests and managing these as appropriate
- Updating ISD Germany’s website/ social media
- Supporting team with communications needs such as preparing newsletters, printing materials
- Liaising with ISD UK communications team on publications and schedules

**4. Additional responsibilities (10%)**

- Negotiate best quality and price for core expenditure in compliance with government grants when required
- Roles and responsibilities set out above are not exhaustive and the post holder may be required to carry out additional duties within their skillset and level of experience.

**PERSON SPECIFICATION**

**Expectations**

We expect all staff, consultants and volunteers to:

- Commit to ISD’s vision, mission and Guiding Principles
- Foster diversity, inclusivity and equality of opportunity at ISD
- Demonstrate respect for others and safeguard those who are vulnerable
- Carry out their duties in accordance with ISD’s policies and procedures
- Adhere to risk management and security instructions at all times

**Competencies**

These reflect ISD’s Guiding Principles which we expect all members of the team to embody, regardless of seniority and role. How these competencies are assessed is outlined in ISD’s Performance Review Process.

Guiding Principles	Competencies
Integrity	<ul style="list-style-type: none"> <li>• Personal integrity</li> <li>• Focus on quality</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Respect for others</li> <li>• Commitment to the team</li> </ul>
Agility	<ul style="list-style-type: none"> <li>• Efficiency and effectiveness</li> <li>• Growth mindset</li> </ul>

Courage	<ul style="list-style-type: none"> <li>• Strategic thinking</li> <li>• Passion for driving change</li> </ul>
---------	--

### Specific Requirements

These are a priority for this specific role, and form part of our assessment during recruitment, probation and ongoing performance management. They are also a framework for focusing continuing professional and personal development.

For each listed requirement, tick whether this is an essential or desirable requirement.

### Knowledge

Requirement	Essential	Desirable
<ul style="list-style-type: none"> <li>• Relevant experience or appropriate education related to office management, contract management and operations</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Knowledge of basic accounting / book keeping</li> </ul>		x

### Experience

Requirement	Essential	Desirable
<ul style="list-style-type: none"> <li>• Proven experience of office management and administration in either the public, private or charity sectors</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Experience of Events coordination</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Proven experience of book keeping</li> </ul>		x
<ul style="list-style-type: none"> <li>• Proactive, solutions-oriented and efficient attitude towards work with high standards of professionalism</li> </ul>	x	
<ul style="list-style-type: none"> <li>• First-class organisational skills, able to balance a number of competing priorities</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Excellent attention to detail with ability to work to tight deadlines</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Comfortable working as part of a team but able to work independently</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Good at problem solving and multi-tasking</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Fully IT and Internet literate including social media and website skills</li> </ul>	x	
<ul style="list-style-type: none"> <li>• Experience in working in start-up environments</li> </ul>		x
<ul style="list-style-type: none"> <li>• Experience in a growing international team with global offices</li> </ul>		x

### Skills

Requirement	Essential	Desirable
Excellent oral and written communication skills (German and English language)	x	
Fully IT and Internet literate	x	

Software skills particularly in automating translations and conference technology		x
Negotiation and influencing skills, with ability to work effectively with a range of internal and external stakeholders		x

<b>Job description and Person Specification drafted by:</b>	<i>Mandi Lazenby, Head of HR</i>
<b>Signed off by:</b>	<i>Huberta van Voss, Executive Director</i>
<b>Date:</b>	04 February 2021
<b>Ops sign off:</b>	<i>Sarah Kennedy, Chief Operating Officer</i>
<b>Date:</b>	04 February 2021
<b>Date for next review:</b>	February 2022