



Scottish Federation of Housing Associations

Events Administrator

Salary: £25,394
Responsible to: Events Manager
Type of Position: Full Time - hybrid Working
Annual Leave: 29 Days & 10 Public Holidays (pro rata)

Job Profile

The Events Administrator plays a key role in supporting the planning and delivery of SFHA's events programme and offers an exciting and varied opportunity to develop your career in the events sector. Working closely with the Events Manager and Events Co-ordinator, you will provide administrative and systems support across all aspects of our events—from conferences and webinars to training sessions and member engagement activities.

This is an exciting and varied opportunity to contribute to the delivery of high-quality, professional events that support our members and promote the values of SFHA. The role requires excellent organisational skills, a proactive approach, and the ability to manage multiple tasks in a fast-paced environment.

Main Duties & Responsibilities

- Support the management of all attendee registrations, including confirmations, payments, and queries.
- Assist in maintaining event management systems and databases, ensuring information is accurate and up to date.
- Provide day-to-day administrative support to the Events team, including scheduling, documentation, and system updates.
- Collate all marketing material for use at SFHA events as directed
- Uploading and updating content on the conference app
- Welcome attendees and manage the information desk at in-person events and training, ensuring a smooth and professional attendee experience.
- Assist with preparing analytics post event
- Manage and update event sponsors and exhibitors
- Assist with bulk mailings
- Manage the events bulletin

- Maintain the events content of the website and Customer Relationship Management (CRM) system and ensure CMS records are maintained correctly and up to date
- Responsible for the day to day management and regular review of information held on SharePoint within department folders
- Manage all e-mail correspondence received via the SFHA Events inbox and direct as appropriate
- Contribute towards effective knowledge management within the SFHA
- Ensure compliance with and implementation of the SFHA's policies including those relating to health and safety, emergency procedures, equal opportunities, code of conduct and disciplinary procedures
- Offer innovative ways of achieving the business objectives of the SFHA
- Undertake any other duties considered reasonable within the scope and purpose of the post as may be instructed by the line manager

The role offers flexible hybrid working arrangements. We're looking for someone who is confident working independently, staying organised and proactive while collaborating with colleagues remotely and in person.

Personal Specification

Experience & Qualifications:

- Nat 5 English (or equivalent)
- Nat 5 Maths (or equivalent)
- Qualification in administration or events management or able to demonstrate relevant experience

Essential Skills & Experience:

- Excellent organisational skills with the ability to manage competing priorities.
- Strong written and verbal communication skills.
- Keen attention to detail and a methodical approach.
- Good working knowledge of Microsoft Office (Word, Excel, Outlook).
- Friendly, professional, and confident when dealing with the public and stakeholders.
- A team player with a proactive, "can-do" attitude.

Desirable:

- Previous experience working in events or administration.
- Familiarity with event registration platforms and CRM systems.

Acknowledgement

This job profile has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of

employees assigned to the role. It is expected that the job holder will carry out all reasonable request by Line Managers to facilitate the requirements of the SFHA. These may therefore be subject to future amendments following appropriate consultation.