

Title Member Events and Services Manager
Team Development Team
Manager Head of Development



ABOUT BUCS

For over 100 years British Universities and Colleges Sport (BUCS) has been at the forefront of university sport in the United Kingdom.

Our ambition is to deliver exceptional student sporting experiences that inspire, develop and unite.

BUCS works with its member institutions to get more students active more often, through traditional competitive sport and providing physical activity opportunities.

By joining us, you will be a part of a vibrant and inclusive community, working to inspire and engage students across the nation.

JOB DESCRIPTION

Main Purpose(s)

To lead the strategic planning, delivery and continuous improvement of BUCS' non-sporting member events, including the BUCS Annual Conference, BUCS Annual Awards, Facilities and Wellbeing Forum, Club Culture Summit and equivalent future events. This role is accountable for delivering high-quality member experiences that strengthen engagement, enhance BUCS' reputation and support commercial and partnership value. The postholder will lead event content, planning, budget control, supplier and stakeholder management, member engagement, evaluation and improvement. The role also includes responsibility for member service management, including oversight, development and support of the BUCS Student Officer network. Working collaboratively across BUCS, the postholder will use excellent project management, communication and organisational skills to deliver impactful events and services for members.

Main duties and responsibilities

Event Management

- Lead the content, planning, organisation and delivery of all BUCS non-sporting member events through a clear annual events calendar.
- Manage venue selection, tendering, contract negotiation and supplier relationships to ensure value, quality and operational assurance.
- Develop and implement event plans covering budgets, timelines, milestones, ticketing, staffing, risk management and safe delivery.
- Work with internal teams and members to design relevant, engaging and commercially valuable event content.
- Deliver excellent customer service throughout the event journey, ensuring a positive and professional member experience.
- Produce post-event evaluation reports, analyse performance and recommend improvements that strengthen future activity.
- Monitor higher education, sport and member-sector trends to ensure events remain relevant, responsive and high impact.

Operations

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- Design, manage and monitor associated event budgets, including regular forecasting, reforecasting and financial reporting.
- Work with the Events Team to ensure key planning processes are met and provide monthly check and challenge to the wider team.
- Work with the Digital and Engagement Team to deliver effective marketing, communications and digital content for all events.
- Work with Governance and Business Services teams to ensure appropriate policies, processes and governance standards are followed.
- Work with the Commercial Team to integrate partners effectively, deliver partner objectives and grow commercial revenue through event delivery.
- Engage continuously with members to understand needs, demands and opportunities for service and event improvement.

Member Service

- Support and develop the BUCS Student Officer network as a valued member engagement channel.
- Coordinate network logistics, including scheduling, meeting organisation, agenda planning, papers, minutes and action follow-up.
- Work with members, governance groups and committees to shape feedback, insight and direction for associated non-sporting events.
- Support wider member service engagement as requested by the Head of Development and Senior Leadership Team.

Other

- Contribute to the Development teams meetings and development days as required.
- This role will involve weekend and evening work and overnight stays at BUCS events.
- Manage and develop relationships with all other BUCS staff.
- Undertake duties as can be reasonably expected to ensure the smooth running of BUCS and in compliance with BUCS policies.

PERSON SPECIFICATION

Essential knowledge and experience

- Demonstrable track record of managing and delivering corporate, member-facing or high-profile events.
- Experience of managing multiple concurrent projects, with strong planning, prioritisation and time management skills.
- Experience of delivering large-scale events such as conferences, awards, forums or equivalent member engagement activity.
- Experience of analysing event performance and using insight to drive improvement and innovation.
- Experience of partner, supplier, stakeholder and member relationship management.
- Experience of venue sourcing, tendering, contract negotiation and budget management.
- Experience of developing event content, themes, speakers and programmes that meet audience needs.

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Desirable knowledge and experience

- Higher education and or sport sector event delivery
- Experience of working with students and volunteers

Essential skills and abilities

- Ability to work collaboratively with a diverse range of teams, partners, members and suppliers.
- Ability to plan systematically, manage resources effectively, prioritise workload and meet deadlines.
- Strong project management capability, with evidence of delivering complex work to time, budget and quality standards.
- Creative, innovative and enthusiastic, with the ability to inspire and influence others internally and externally.
- Ability to set, manage and monitor significant income and expenditure budgets.
- Excellent interpersonal, written and verbal communication skills, including negotiation with people at all levels.
- Proficiency with relevant Microsoft software packages, especially Excel.