TERMS OF REFERENCE

Position Title: Events Coordinator
Name of Hub: Knowledge Management (KM) Hub
Salary: R27 000 – R30 000 per month (commensurate with experience)
Start date: ASAP
Location: Cape Town, South Africa

About SouthSouthNorth

SouthSouthNorth (SSN) supports national and regional responses to climate change through policy and knowledge interventions, partnerships and deep collaboration. We do this by connecting people and information, enhancing capability and mobilising resources to respond innovatively to the challenges and opportunities that climate change presents. Being positioned in the Global South affords SSN a deeper understanding of, and connection to, the climate and development challenges facing the region. We enhance developing countries’ access to climate information by brokering climate knowledge through formalised exchanges among various stakeholders. We assist decision-makers in delivering climate compatible development by informing policy formulation and implementation. We bring good governance to the management of donor funds, technical assistance and project management.

Full details of the projects that SSN currently implements are available at www.southsouthnorth.org.

About KM

KM is a practice hub that services SSN and its programmes. It leads knowledge management and communications within the organisation. Knowledge management activities include conceptualising knowledge management strategies to improve information-sharing within SSN (i.e. between Hubs and programmes) and between SSN and external stakeholders; and ensuring that knowledge is captured, shared and accessible to all interested parties. The KM Hub works closely with various SSN programme teams to develop and implement their KM and communications strategies.
Role Summary

Reporting to SSN’s Events and Travel Manager, the Events Coordinator will be responsible for enabling and ensuring the successful planning of events organised by SSN and its programmes. This will require oversight of all upcoming events planned by SSN staff, as well as capacity building within the organisation to enable teams to organise and execute successful events. The Events Coordinator may also be required to assist and perform tasks related to event planning and execution, depending on the relevant team’s and event’s needs. Additionally, the Events Coordinator will be required to support the Events and Travel Manager from time to time, particularly pertaining to virtual events, meetings, and travel, as directed.

This role is suited for a highly motivated individual who is passionate about creating and managing successful events and has a knack for detail and innovation in event planning.

Detailed roles and responsibilities

● Oversee, provide training for, and, if necessary, assist with the following (for in-person events hosted by SSN):
  ○ Lead the event kick-off process, working closely with program teams to determine logistics, roles, and responsibilities.
  ○ Manage travel arrangements for attendees, including flight bookings, accommodations, airport transfers, and travel insurance.
  ○ Manage all participant communication.
  ○ Create detailed logistics notes for attendees.
  ○ Oversee the process of appropriate venue selection and management.
  ○ Coordinate site visits, special dinners, and other event-specific activities.
  ○ Arrange necessary promotional materials, printing, and procurement of event-related items like conference bags and lanyards.

● Participate in annual planning for SSN’s Events department.
● Consistently improve event quality and services at SSN through innovative ideas and feedback implementation.
● Maintain an updated list of preferred suppliers across operational countries for SSN.
● Manage SSN’s “Events” email account.
● Provide training and transfer skills to grow the organisation’s capacity in event management.
Skill Required

- Excellent English communication skills, both in writing and oral communication.
- Familiarity with all aspects of event coordination, including logistics, venue selection, vendor management, and scheduling.
- Ability to manage multiple tasks simultaneously in an efficient and organised way while maintaining attention to detail.
- Ability to create and follow detailed schedules and plans.
- Experience in leading and coordinating a team, working both independently and collaboratively, as required.
- Experience in effectively liaising with a variety of stakeholders, including team members, vendors, and attendees.
- Familiarity with digital tools for virtual or hybrid event setup (beneficial).
- Strong focus on attendee experience and satisfaction and the ability to handle inquiries and concerns with professionalism and tact.
- Resilience under pressure and ability to manage stress effectively.
- Ability and desire to take initiative and innovate to improve the efficiency of systems and the success of events.
- Willingness and ability to work flexible hours to meet event needs, which may include weekends and public holidays.
- Availability and willingness to travel locally and internationally, as required.
- An understanding of or willingness to learn about the climate change space is beneficial.

Qualifications and Experience

Either or both of the following:

- Several years of experience in a similar role, demonstrating a track record of successful event coordination; and/or
- Relevant degree or diploma.

Experience in communication and stakeholder engagement is advantageous.
Application process

To apply, please complete the following Application form.

Applications will close at midnight on 10 March 2024 (SAST).

Shortlisted candidates will be contacted within two weeks of the closing date. If you are not contacted within this time period, please consider your application unsuccessful. Unfortunately, we are not able to offer feedback on any application made for this job posting. SSN is committed to providing equal opportunities and practising affirmative action employment relating to race, gender and disability. Only candidates who are eligible to work in South Africa will be considered for this post. SSN reserves the right not to make an appointment.