

Original Date:	June 2018
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Pay Group:	20

CLASS SPECIFICATION

Ceremonies and Protocol Officer

NATURE AND SCOPE OF WORK

The Ceremonies and Protocol Officer is responsible for ensuring appropriate design, production and implementation of Capilano University's convocation ceremonies and university wide events. The incumbent provides direction and advice on convocation and event procedures and practices to all members of the University community. The Officer ensures that proper protocol guidelines and University traditions are followed. The Officer works closely and collaboratively with a wide range of service providers and stakeholders, both internally and externally. They exercises independent judgment and facilitates, implements, coordinates and executes multiple projects simultaneously. The Ceremonies and Protocol officer reports to the Manager of University Events and produces events on behalf of the University Relations and the President's Office.

ILLUSTRATIVE EXAMPLES OF WORK

- Creates and implements the structures required to ensure successful delivery, coordination, budget management, execution and evaluation of the University's convocation program. This includes following processes, procedures and best practices.
- Works closely with the University Relations portfolio and other working groups within the University to determine event requirements, maps out event deliverables, and schedule under the direction of the Manager, University Events and Ceremonies.
- Liaises and works collaboratively with a wide range of departments, service areas and vendors (e.g. procurement, facilities, food services, communications and marketing, etc.) to ensure all components of the event program (e.g. venue, food services, entertainment, media relations, speech writing, audio visual presentations, etc.) are effectively implemented.
- Researches, creates and implements protocol and procedures in keeping with the internal community, external audiences, academic tradition and the culture and values of the University while serving as the campus resource for protocol matters.

- Provides recommendations to the Manager of University Events, as required, based on data analytics and reports associated with University's social media events and activities.
- Identifies and secures new sponsors while maintaining and enhancing relationships with current sponsors and partners.
- Responsible for developing and adhering to event budgets while sourcing, securing and organizing suppliers and vendors.
- Provides protocol coverage to meetings and events involving the President, Chancellor and other leadership bodies, both at and away from the University, as well as visits to the University by high-level dignitaries. Serve as a liaison between visiting dignitaries, officials, etc. And CapU Security, as required, to meet visitor's needs.
- Ensures assigned ceremony and event timelines are adhered to by tracking progress of tasks and responsibilities of the people involved within the events, follows up when required and escalates issues as necessary.
- Tracks data analytics and generates reports associated with University's social media events and activities.
- Effectively recruits, trains and recognizes volunteers to support the creation and implementation of events. Volunteers may include University employees, alumni and board members.

KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to plan and organize social programs for large groups and the ability to act as a role model for participants in a program.
- Ability to identify issues, formulate opinions, make conclusions and recommendations.
- Considerable knowledge of event planning and management with the ability to creatively plan, organize and facilitate a range of special events as required. This includes high profile and professional events.
- Ability to multitask, apply organization skills to meet deadlines in an environment of conflicting priorities, and work with minimal supervision.
- Excellent interpersonal and communications skills. Ability to interact and communicate in a professional manner with diverse clientele.
- Proven ability to address complex issues in a clear, thoughtful manner and to come to a concise resolution without jeopardizing the event or relationship with the parties involved.

- Demonstrated ability to set priorities which accurately reflect the relative importance of job responsibilities and take into consideration deadlines, competing requirements and complexity.
- Ability to plan, organize and evaluate events; write event reports and recommend changes, cancellation or continued attention to the annual schedule.
- Demonstrated ability to adhere to a strict code of confidentiality and discretion of privileged information while performing a wide range of duties that require tact, sensitivity, independent judgment, diplomacy, and flexibility.
- Ability to work independently while maintaining the commitment to the concept of a team approach to project management, staying connected to the broader organizational goals and apply University values into events.
- Demonstrated commitment to continuous professional development and knowledge of best practices in event management.

QUALIFICATIONS, TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in a related field supplemented by courses or training in event planning or project management.
- Three years of directly related work experience in communications, marketing, or event management. Experience must include Event management/planning and or Project Management.