



DÉLÉGATION DE L'IMAMAT ISMAILI • CANADA
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Terms of Reference – Events Assistant

Background

The Delegation of the Ismaili Imam in Ottawa houses the Diplomatic Office of the Ismaili Imam in Canada, Aga Khan Foundation Canada (AKFC) and other agencies of the Aga Khan Development Network (AKDN). The building also provides an enabling venue for enlightened exchange on the important global human development issues of our time, especially those implicating Canada's distinctive leadership role in supporting improved quality of life in a rapidly-changing world.

The building is made available for:

1. Intellectual exchange on topics of interest to the mandate of the AKDN
2. Partnership events with Canadian institutions where these events build relationships which further the mandate of the AKDN
3. Meetings related to the functioning business of the organizations operating within
4. Outreach events which further the Canadian public's understanding of the AKDN

Position Summary

The Delegation of the Ismaili Imam is seeking an experienced individual to join its team as an Events Assistant on a full-time basis. This individual will be part of the team that implements a robust learning and public engagement agenda. The individual will assist in the planning and execution of events and meeting logistics; provide day-to-day support related to hospitality service for all events and meetings and administrative, logistical support and other tasks as required. The position is based in the Delegation of the Ismaili Imam and requires the candidate to work on-site. The starting salary range for this position is between \$48 000 – \$53 000.

Overview of the scope of responsibilities and deliverables which would be undertaken with all inter-office departments:

- Hospitality: working with other staff to ensure all guests and meeting and event attendees are greeted and provided with food and beverage service. This individual will play a key role in the creation, execution, and continuous improvement of hospitality processes
- Event Logistics: support with full set-up and take-down of events, including working with suppliers and contracting labour and volunteers to help with the setup of furnishings and décor, sourcing additional support for hospitality and event functions; other event-related administrative tasks such as preparation of menus and tent cards
- Event Preparation: assist with logistical preparations for all events, including coordination of room set up, obtaining quotes for catering and audio/visual, creating floor plans, ordering and maintaining event materials, maintaining event inventory, creating & updating event scenarios and catering and hospitality plans

- Client & Supplier Management: ongoing communication with various internal clients and external suppliers leading up to and during events. This includes understanding event needs; contacting suppliers prior to event; scheduling delivery and pick up time for supplies; receiving supplies; ensuring accurate delivery of goods and services
- Event Follow-up: formal closing of events by participating in debrief meetings, timely submission of invoices to finance department, arranging for cleaning, refurbishment or repair of relevant items
- Other tasks as assigned

Skills Set & Qualifications

The ideal candidate will possess the following skills and experience:

- 1-3 years experience in the hospitality, event planning and/or the service industry
- Experience with coordination and execution of food and beverage service/s
- Excellent communication, time management and organizational skills
- Ability to work with minimal supervision and manage multiple tasks simultaneously
- Professional customer service, including detail oriented on aesthetics and overall guest experience
- Ability to work flexible/irregular hours (evenings and weekends included)
- Comfortable working in a fast-paced environment
- Ability to lift up to 15 kg
- Strong interpersonal skills with diverse groups of people
- Demonstrated behaviour and demeanor befitting a diplomatic building
- Ability to exercise judgment and discretion when handling confidential information
- Proficient knowledge of Microsoft Outlook, Word, Excel, Powerpoint, e-mail and web searches
- Bilingual (preferred but not required)

Application

Applicants should submit a cover letter and resume via email to akfc.hr@akdn.org indicating the job title “Event Assistant” in the subject line. Applications will be reviewed on an ongoing basis. Short-listed candidates will be invited for an interview. Please note that applicants must be eligible to work in Canada. The position is based in Ottawa.

Deadline for submissions: July 21, 2025

AKFC is committed to advancing gender equality and inclusion through our programming and operations in Canada and overseas. AKFC requires all employees to review and abide by the AKFC Gender Equality Policy.

AKFC recognizes the importance of safeguarding and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates and the organization as a whole are kept safe from harm.

AKFC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.