

JOB DESCRIPTION – CONFERENCES AND EVENTS MANAGER

The At Work Partnership is a well-respected independent training, publishing and research organisation specialising in the area of occupational health. It runs running approximately 15 events a year, mainly in the London area, consisting of one-day workshops/conferences, three- and five-day qualification courses, in-house training and an annual two-day residential conference (in the Midlands). The conference and events manager will work on developing, coordinating and ensuring the timely and successful delivery of this events portfolio.

Working as part of a small team, and reporting into one of the company directors, the role will involve liaising with content developer for each event, assisting in developing new courses/certificates, arranging venues, corresponding and liaising with speakers/tutors and students and, for the certificated courses, liaising with our academic partners and certifying bodies. The role also involves working on-site at events to ensure their smooth running.

Location: Barnet (plus on site work at approximately 15 events a year, mainly in London). It is preferential, but not essential, for the successful candidate to be able to travel and stay overnight at 2–3 events a year, which take place outside of London.

Part-time: 3–4 days per week

Salary: £32,000–£38,000 pro-rata

JOB SPECIFICS

Pre-event

Event development and liaison with speakers/tutors

- Liaison with the content-development lead
- Involvement in the development of new events
- Inviting new and established speakers/tutors, and liaising with them before the event
- Agreeing speaker fees
- Ensuring timely receipt of speaker presentations and course materials
- Develop ideas for the improvement of events

Venues/external suppliers

- Booking of suitable venues for each event within budget
- Venue liaison, including checking and approving contracts, supplying details of all requirements
- Where external AV supplier required, book and organise equipment and technician
- Where additional staff required, book in advance and provide job requirements
- Keep accurate records of supplier agreements and details

Event documentation

- Ensure all our own papers are produced accurately and to time
- Research our online journal archive for relevant articles for inclusion
- Update course handbook, assignment guides, referencing guidelines, reading lists etc if required
- Proof read all incoming speaker materials and format as required for printing
- Liaise with printers throughout and ensure timely delivery of camera-ready documentation

Other logistics

- Arrange own/staff travel/accommodation for events outside London
- Check/oversee production of materials (eg badges, lists, certificates) for each event
- Arrange for all materials/equipment for event to be packed and transported to venues

On-site

Ensure smooth running of each event and maintain highest levels of customer service throughout

- Ensure all venue requirements have been fulfilled
- Welcome and register delegates/students
- Welcome and ensure needs of all speakers are met and liaise with chair throughout
- Ensure any special logistical requirements are fulfilled (breakout groups, handouts etc)
- Monitor in particular new speakers for quality of session content and delivery

For qualification courses:

- Deliver short session on assignment requirements

Post-event

- Organise evaluation summaries of events
- Send letters of thanks, with feedback, to speakers and others involved in event delivery

- Monitor speaker fee and expense invoices to ensure payment
- Organise correspondence with delegates regarding CPD and other relevant post-event information
- Debrief with relevant colleagues, course chairs etc regarding lessons for repeat/future events

Qualification courses

In addition to regular event tasks above, be responsible for the smooth running of the process of marking assignments and liaise with academic partners:

- Ensuring/overseeing the safe collection, accurate recording and timely distribution of assignments for marking
- Liaising with students throughout and providing feedback on assignment drafts as appropriate
- Ensuring/overseeing accurate recording of results and checking marker feedback as necessary
- Overseeing the notification of results, certificate production and distribution

In-house training

- Providing prices to prospective clients for in-house training
- Liaison with requesting organisation, development of programme, recruitment of tutors
- Drawing up training contracts and invoices
- Pre- and post-event admin and logistics
- Post-course liaison and feedback

Other

- With senior staff, ongoing planning and development of events
- Meeting with course chairs and key speakers for improvement and development of events
- Ongoing collection of conference data, qualification result, speaker records etc

EXPERIENCE, SKILLS AND QUALITIES

- Experience of developing and managing conference and training events. Experience of managing academic courses would be an advantage
- Demonstrable organisational and logistics skills
- Strong attention to detail and ability to deliver to strict timetables
- Good interpersonal and diplomacy skills, with experience of establishing and managing effective external working relationships
- Excellent verbal and written communication skills, including spoken English.
- Computer skills including database/spreadsheet and PowerPoint knowledge
- Ability to work on own initiative
- Enjoy working in a small team and be able to delegate tasks
- Ability to deal swiftly and effectively under pressure with difficult issues arising both internally and on-site
- Good negotiating and financial-management skills
- Conscientious approach to work, from small administrative duties to larger tasks
- A strong customer-service ethos