

Conference and Events Officer

Job Description

Responsible to	Senior Events Officer
Key working relationships	Events team and other College staff including the Director of Policy & Communications and the Events Manager; Education Resources Committee Chair, and College Officers; College Fellows and Members; delegates, external clients, and event suppliers.
Grade	Level 3
Contract	6-month fixed term
Job Purpose	<p>This role is crucial to the work of the College as it is responsible for the organisation of a variety of events delivered in a face-to-face, virtual, or hybrid manner. Events include, but are not limited to, conferences, study days, and the Diploma Ceremonies. The successful candidate will have a proactive, can-do attitude alongside solid experience of running logistics for a breadth of events, from idea conception to delivery.</p> <p>The Conference and Events Officer works unsupervised but in accordance with established policies, procedures and precedents. On matters which are exceptional, the post holder will work in consultation with the Events Manager, or Senior Events Officer. This role will involve working closely with team members, Officers, Members and Fellows of the College to deliver successful events.</p>

Key Responsibilities

Event organisation and delivery

- Reliably lead on the planning and delivery of assigned events in line with established processes, SLAs and critical paths
- Liaise effectively and proactively with programme leads via email, in-person, on video or audio calls.
- Book and liaise with venues including venue sourcing, proposal comparisons, contract negotiation, contract sign off within budgetary authority and invoice management.
- Produce proposals for events, including timelines, venues, suppliers, budgets, and staffing
- Identify, mitigate and manage associated risks including, but not limited to, ensuring events breakeven, delegate requirements are met and the programme and speakers provide relevant content in line with the College's charitable objectives. Proactively escalate risks to management as necessary.
- Proactively manage online event registration, delegate bookings and associated queries with a first-contact resolution customer service approach.
- Proactively source and project manage events related logistics such as venue hiring, AV requirements, caterers, exhibitors, floorplans, equipment hire, virtual platforms, liaising and working with all contractors and suppliers.
- Manage onsite and virtual event management, coordinating speakers, sponsors and delegates.
- Travel in the UK and overseas as necessary including overnight stays to facilitate the development and delivery of the College's event programme. This may include out of core hours work.

Event promotion and revenue generation

- Identify gaps in the market and develop new events in collaboration with the Education Resources Committee, starting from concept idea to planning and on the day delivery.
- Produce study day programmes, delegate packs, virtual platforms, event branding and other event or merchandise collateral adhering to College brand guidelines.

- Research and promote opportunities for sponsorship for all events, confirming sponsorship packages alongside the Partnerships and Marketing Officer, confirming sponsorship acquisitions and ensuring requirements are fulfilled onsite.

Proactively seek sustainable and relevant opportunities to promote RCEM events and generate income.

Delivering best practice

- Manage a range of external contracts/supplier relationships ensuring good governance and procurement practice.
- Ensure adherence to insurance, legal, health and safety obligations.
- Ensure College databases are maintained and comply with data protection legislation.
- Proactively seek opportunities to innovate and develop events processes and protocols ensuring they deliver an effective and efficient service to members and delegates. Ensure processes and documentation are maintained and kept up-to-date.
- Analyse and monitor delegate feedback and delegate numbers to inform and develop the educational programme for study days and marketing strategies.
- Provide reports as required by the Senior Events Officer, Events Manager or other relevant stakeholders
- Authorise and monitor invoices and expenses in accordance with delegated budgetary authority and financial management procedures.

Collaboration

- Work collaboratively to help and support colleagues in the delivery of other events or components of large conferences as required.
- Develop strong working relationships with the Education Resources Committee, programme leads, Policy & Communications Directorate and other key stakeholders including the Executive Committee.
- Develop strong relationships supplier relationships including external venues, venue sourcing agents, AV companies, sponsors and equipment hire companies
- Work collaboratively with colleagues in the Policy & Communications Directorate to coordinate sharing of best practice, and delivering a valuable, effective, and efficient service and resource for members.

Other

- Ensure all relevant IT systems are maintained, efficiently developed and effectively used by the Events Team
- Contribute to the continued development of the College's systems and participate in project boards as required.
- Arrange for appropriate archiving and destruction in accordance with data protection legislations.
- Participate in training and personal / organisational development activities.
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of Management to ensure College objectives are met.

Values

Respect each other's experience.

We celebrate the rich diversity of the RCEM ecosystem - employees, members and stakeholders. We respect each other's experience, meeting each other with dignity and humanity at all times.



This comes to life when we:

- Each contribute actively to strengthening a culture where different perspectives are expressed, encouraged and heard.
- Treat colleagues, members and stakeholders as valued equals.
- Do our best to be present for each other, interacting in an open and transparent manner.
- Acknowledge & challenge inappropriate behaviours and practices, offering support and seeking solutions.

Act with integrity, always.

We hold ourselves to the highest ethical standards, fostering trust and transparency within our College and with our members.



This comes to life when we:

- Do what we say we will do, communicating clearly and openly.
- Take responsibility and accountability for our actions, celebrating when things go well and staying curious about how we can learn from mistakes.
- Demonstrate patience and flexibility, even when things don't quite go to plan.
- Commit to a strong work ethic, striving to produce high quality work that is consistently delivered on time.

Collaborate for growth.

We know that teamwork and initiative are the key to achieving our strategic aims, and we actively seek opportunities to work together and leverage our diverse perspectives.



This comes to life when we:

- 'Collaborate by default', continually looking for ways in which we can join forces with colleagues, members and stakeholders to meet the College's objectives.
- Pay attention to the quality of our relationships, cultivating connection and fostering a positive working environment grounded in respect and integrity.
- Ask for feedback, reflect on it and learn from our personal and collective experiences.

Innovate relentlessly.

We create the conditions for a culture of continuous improvement, nurturing creativity and the pursuit of new ideas to drive positive change within our organisation.



This comes to life when we:

- Identify creative ways to optimise our resources by planning ahead and anticipating organisational, operational and customer needs and demands.
- Anticipate and welcome change as an inherent part of a growing, evolving organisation, and meet this change with hope and optimism.
- Acknowledge the importance of psychological safety as a prerequisite for innovation, actively encouraging risk-taking and creating a 'no-blame' culture.
- Have the courage to step outside our comfort zones, learning new skills and trying new approaches.
- Prioritise sustainable solutions, with choices that are in the long term interest of the College and our organisational objectives.
- Embrace the value of automation, by refining and automating processes - personally and operationally - wherever possible, to improve efficiency and effectiveness.

Person Specification

Essential

Desirable

Qualifications

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| <ul style="list-style-type: none">• A good level of formal education including GCSE Maths and English (or equivalent) | <ul style="list-style-type: none">• Further education / qualification relating to events management or related field |
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Practical experience

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| <ul style="list-style-type: none">• Experience of end-to-end delivery of a range of events and conferences in virtual, face-to-face and hybrid environments• Proven experience of delivering consistently high-levels of delegate service | <ul style="list-style-type: none">• At least 3 years' experience of working in events and conferences• Experience of working in a similar organisation |
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Skills

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| <ul style="list-style-type: none">• Proven excellent organisational skills• Excellent knowledge of conference administration• Effective written communication skills• Exemplary organisational skills with strong time-management skills, the ability to multitask and the ability to prioritise changing workloads• Exceptional communicator, both written and oral, with the ability to adapt style where appropriate• Experience of using a range of programmes and software to support the delivery of physical and virtual events and their component parts• Provide ability to clearly and confidently communicate with individuals from all levels of seniority• Ability to work collaboratively with other stakeholders towards a common goal• Competent IT skills with familiarity of MS Office and the ability to develop their skills to meet the requirements of the role• Ability to demonstrate problem solving skills in high-pressured and time-sensitive environments | <ul style="list-style-type: none">• Experience using College systems; iMIS CRM, Eventsforce, Survey Monkey, Zoom, sli.do, Crowd Comms, Dropbox• Experience of proof-reading |
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Knowledge

- Excellent understanding and experience of end-to-end delivery of events and conferencing
- Strong understanding of what good delegate service looks like and how to deliver this
- Demonstrable experience and knowledge of event administration
- Knowledge of UK healthcare systems
- Knowledge of medical education requirements at a post-graduate level

Personal Qualities

- Commitment to upholding the College Values.
- Able to develop friendly, positive relationships with a range of stakeholders and provide them with excellent service
- Enthusiastic, energetic and creative
- Proactive in seeking innovative developments to maintain a high-quality CPD offering for College members
- Ability to manage competing priorities and deliver to strict or suddenly imposed deadlines
- Ability to schedule, plan, organise and prioritise workloads
- Willingness to investigate, learn and use new systems and technologies as appropriate
- High level of resilience and empathy in the support of resilience in others
- Ability to work independently with an eagerness to collaborate when necessary
- High-level of attention to detail understanding the importance of quality across all documentation

Policies & Guidelines

College Policies and Procedures

The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

Confidentiality

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Risk Management

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Equal Opportunities

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

Additional Information

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.