



Job description

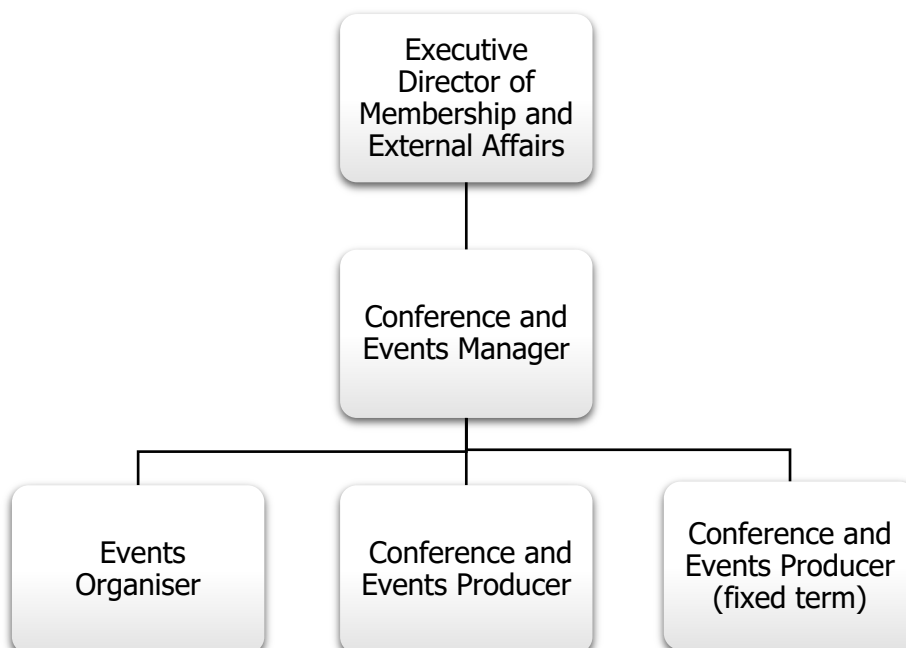
Job title:	Conference and Events Manager
Reports to:	Executive Director of Membership and External Affairs
Title holder:	Vacant
Grade:	4 (£34,000 – 38,000 per annum, pro-rated for part time)

Job Purpose

Reporting to the Executive Director the jobholder will lead the events team and will be responsible developing, delivering and administering national and regional conferences and workshops.

The post holder is required to direct resources within the events team to ensure the team develop and deliver the event schedule, fulfil corporate objectives and achieve budgeted income levels. This role is required to deliver end to end event production, management, and administration.

Organisation chart



Key objectives

The Conference and Events Manager holds responsibility in the following main areas:

1. Responsible for managing the events team
2. Work closely with teams from across CIEH (policy, membership, network education) to develop a comprehensive event business plan to support CIEH strategic objectives.
3. Support the team with research and horizon scanning to identify new event opportunities for existing and new audiences to meet budget targets.
4. Develop event programmes, source and brief speakers / trainers to deliver effective events nationally and regionally.
5. Liaise with the marketing and sales team to design marketing campaigns for events to ensure delegate bookings meet the forecast targets
6. Work with other members of the events & venue team to ensure events are delivered within budget and maximise the delegate experience
7. Provide excellent customer service to all delegates
8. Ensure delegate packs (including creating and disseminating evaluation reports) are produced in a timely way.

Principal responsibilities

1. Manage the resources within the events team to ensure the delivery of the events schedule to time and budget.
2. Liaise with internal stakeholders (Policy & Public Affairs, Membership/Network/Marketing/Education & Professional Services) to ensure that event topics and programme content are accurate and appropriate.
3. Secure senior level speakers (politicians, academics and environmental health experts and leaders) across all environmental health topic areas
4. Lead on the development of the events business plan and budget and report on targets.
5. Contribute to management events meetings and implement agreed action plans
6. Develop and produce an agreed number of conferences and other national and regional events to meet budget targets. This includes:
 - Writing the event programmes identifying titles, bullet point content and speakers for each session
 - Producing a detailed brief for the marketing team on the content of each programme, target audience and routes to market that have been identified during the research phase
 - Identifying and procuring suitable venues for events and training
 - Monitoring delegate attendance and liaising with the marketing team to identify additional marketing if required.
 - Oversee all aspects for delegate and speaker management in the run up to, during and post event.
 - Liaising with all speaker/trainers to fulfil their requirements.

- Managing the event within the budget target
 - Coordinate and prepare (including admin) for all events.
7. Attend events to manage and oversee the event coordination and to manage speaker liaison.
 8. Ensure events are evaluated by creating, sending and analysing post-event questionnaires and personally attending 'pilot' events, to network and identify areas of strength and weakness and future demand.
 9. Manage financial reporting ensuring all expenditure is kept within budget and provide accurate information, within agreed time frames, to contribute to budget monitoring and reporting.

Other duties

To carry out any other duties which may be required from time to time.

Special features

1. The post holder will be required to carry out the duties of the post in accordance with the CIEH's Equal Opportunities policy.
2. The post holder may be expected to work flexibly across locations and with unsociable hours from time to time.

Person Specification

The following are essential qualities in the post-holder:

- Proven line management experience with the ability to lead and develop a team whilst providing support and individual development.
- Clear, demonstrable experience of all aspects of event development, management and production
- Previous track record of topic generation and conference programme development (for both public, private & third sector audiences)
- Excellent interpersonal skills, with the ability to communicate effectively to internal and external audiences
- Experience of working with leaders and influencing high level decision makers
- Excellent time management skills and ability to prioritise workload and work under pressure to meet deadlines
- Substantial experience of managing budgets and meeting financial targets including negotiating speaker fees, venue rates and supplier contracts.
- Proficient organisational and administrative skills with a demonstrable customer focused approach
- Excellent research skills and the ability to assimilate and analyse large amounts of complex information quickly
- Excellent IT skills with knowledge of PowerPoint software, Excel and Microsoft Dynamics 365 (CRM System)

The following are desirable qualities in the post-holder:

1. Education to degree level or equivalent professional experience
2. Knowledge or experience of the policy areas and topics of interest to environmental health professionals

CIEH is an equal opportunities employer