



## WORK WITH US

Job Description – Senior Events Coordinator

## JOB DESCRIPTION: SENIOR EVENTS COORDINATOR

Location:	Chartered ABS offices, 40 Queen Street, London EC4R 1DD Flexible working arrangements available
Salary:	Up to 30,000 p/a plus generous annual leave and pension
Responsible to:	Head of Conferences
Duration:	Full time, permanent

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Please send your CV and a brief covering letter to Oliver Lowe [oliver.lowe@charteredabs.org](mailto:oliver.lowe@charteredabs.org). In your cover letter explain your reasons for applying. **Deadline for applications: 23:59, Sunday 21 August**

### **Purpose of the post**

The Senior Events Coordinator is responsible for managing the logistics of the Chartered ABS's portfolio of live and digital events (conferences, development programmes, workshops and other events) and for providing customer service support to delegates, speakers and sponsors.

This is an opportunity to join a dynamic and enterprising team delivering live in-person events in multiple locations nationwide, and a range of online events. We are a progressive association that is very much valued by our members. You will play a key role in the delivery of our events by ensuring that participants have a great experience before, on the day and afterwards.

The Senior Events Coordinator will work alongside the Chartered ABS's Events Coordinator. Together you will be responsible for delivering a first-class service to our members and for identifying ways in which we can evolve and grow our events portfolio.

### **About you**

We are looking for someone who has a passion for, and experience in, the B2B events sector. You will be hard-working, highly organised with strong attention to detail and the ability to deliver time-sensitive projects. You will need to be a good communicator with exceptional customer service skills and be comfortable working with senior-level people. This is an important position that requires an intelligent, articulate and professionally presented individual. The post holder is expected to demonstrate initiative and work well as part of a team.

### **About us**

We represent the UK's university business schools and support them to deliver world class teaching and impactful research. We do this through lobbying, professional development, and research. Our team have won numerous awards for our events and other services.

Our events portfolio is market leading and includes: four major annual conferences attracting 400+ delegates; five multi-modular professional development programmes; a suite of short-course CPD programmes; and a range of other in-person and online workshops, seminars and symposia. Each year we run over 50 events for more than 2,000 participants.

**Applicants must have the right to work in the UK.**

## Principal responsibilities and tasks

To manage the logistics for the Chartered ABS's portfolio of events (including conferences, development programmes, workshops, seminars, dinners etc) and ensure a highly professional service which meets and exceeds participants' needs.

This will include:

- Sourcing venues and negotiating competitive rates
- Working with venues and catering suppliers to meet our needs
- Working with third party AV and staging suppliers to arrange relevant technology and branding at events
- Organising relevant technology and event platforms for online events.
- Handling queries from prospective participants
- Providing information to participants between the point of booking and the event
- Assisting and supporting speakers and facilitators (this can include booking travel, accommodation, compiling presentations, circulating agendas)
- Ensuring sponsors' objectives are fulfilled on the day
- Travelling to events in different parts of the UK to provide on the day customer care and manage event logistics (AV, registration, venue liaison etc)
- Organising post-event administration (including evaluation analysis) and customer care
- Recording expenditure and income, and maintaining event budgets
- Ensuring accurate records are kept of all aspects of the event and that our CRM database is up to date
- To assist other members of the team and be a source of 'event management' expertise.

The scope of this profile reflects the Association's current needs; it is not intended to be a fully inclusive or exhaustive list. The post holder may, therefore, be expected to work flexibly and perform such other duties other than those given in the job description. The particular duties and responsibilities attached to the post may vary from time-to-time without changing the general character of the duties or the level of responsibility entailed.

## Person Specification

Candidates must be able to demonstrate that they meet the 'essential' criteria.

<b><i>Knowledge and experience</i></b>	<b><i>Essential / desirable</i></b>
Experience of working in event logistics and operations	Essential
Experience of managing projects and budgets	Desirable
Experience of working in a customer facing environment	Essential
Experience of using CRM systems and databases (ideally Salesforce)	Essential
Knowledge and experience of delivering online events	Desirable
Proficiency in MS office	Essential

<b><i>Skill and behaviours</i></b>	<b><i>Essential / desirable</i></b>
Excellent oral and written communication	Essential
A friendly and professional disposition and strong interpersonal skills	Essential
Ability to show initiative and take responsibility for projects	Essential
Ability to work collaboratively with colleagues and a range of external stakeholders	Essential
Ability to multi-task and work well under pressure	Essential
A can-do and determined attitude	Essential
High standards of integrity	Essential
Ability to work flexible and unsocial hours including evenings if required and to travel, within the UK.	Essential