



## WORK WITH US

Job Description – Events Operations Manager

August 2022

## **JOB DESCRIPTION: EVENTS OPERATIONS MANAGER**

Location:	40 Queen Street, London EC4R 1DD
Contract:	Full-time, two-year contract
Salary:	Up to £40,000 per annum
Responsible to:	Head of Alumni Network

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**Applicants are asked to send their CV, with a covering letter explaining how they meet the 'person specification', by 30 August 2022 to Gareth Davies [Gareth.davies@charteredabs.org](mailto:Gareth.davies@charteredabs.org).**

### **PURPOSE OF THE ROLE**

We are seeking an experienced events professional to work as part of the events delivery team for the Alumni Network of the Help to Grow: Management (HTGM) Course. The Events Operations Manager is responsible for managing the logistics of HTGM Alumni conferences, networking events and webinars as well as providing customer service support to delegates, speakers and partners. The post-holder will work closely with our government partners at The Department for Business, Energy and Industrial Strategy.

This is an opportunity to join a dynamic and enterprising team based in the heart of the City of London, delivering events nationwide.

HTGM Alumni events provide members with a forum to explore new ideas and discuss how to address the many challenges of running a small business. The Events Operations Manager will lead on the logistics, administration and participant relations aspects of these events in order to help build the reputation of the Network amongst its members.

We are looking for a candidate who has a minimum of 5 years' experience in event logistics and operations (ideally working within an association, company or events agency). The post-holder will be hard-working, highly organised with strong attention to detail and the ability to deliver time-sensitive projects. They will need to be an excellent communicator with exceptional customer service skills and be comfortable working with senior-level people.

This is a new role and the successful candidate will be involved in building the events delivery infrastructure and advise senior management on appropriate events management processes.

### **ABOUT US**

Announced by the Chancellor of the Exchequer, the Help to Grow: Management Course is a nationwide leadership programme available to 30,000 small business leaders over three years up to 2024. On completion of the course each participant will join the HTGM Alumni Network. The Small Business Charter (SBC) and the business schools delivering the programme will maintain

engagement with this alumni network through a programme of local, regional, and national events, and an engagement strategy which includes content, communications, and an online network.

The Programme is managed by the Small Business Charter (SBC), part of the Chartered Association of Business Schools (Chartered ABS). The SBC is a national accreditation awarded to business schools for excellence in supporting small businesses, student entrepreneurship, and local economic growth.

Chartered ABS represents the UK's university business schools and supports them to deliver world class teaching and impactful research through lobbying, professional development and sharing of best practice. The team have won numerous awards for our events and other services. To find out more, go to: <https://smallbusinesscharter.org/> and <http://charteredabs.org>.

## **MAIN RESPONSIBILITIES**

To manage the logistics for the HTGM Alumni portfolio of regional events, national conferences, networking sessions and webinars. The post-holder will provide a highly professional service and an outstanding experience which meets (and exceeds) participant and stakeholder expectations.

The role will entail:

- Managing a nationwide programme of events
- Sourcing venues and negotiating competitive rates
- Providing input on delegate management systems
- Working with the Head of Alumni Network, to develop internal events procedures
- Working with venues to meet event requirements and the need of delegates
- Organising other suppliers where required (AV, staging, catering etc)
- Overseeing the production of event materials
- Handling delegate queries
- Assisting and supporting speakers and facilitators; including booking travel, accommodation, compiling presentations and circulating agendas
- Ensuring partners' objectives for events are met
- Managing event logistics during events (AV, delegate registration, venue liaison etc)
- Managing all post-event administration including event feedback reports for senior management
- Maintaining accurate financial records and managing events budgets
- Assisting other members of the team and be a source of 'event management' expertise.

The post holder must be available to work occasional early mornings and evenings. Events will take place nationwide with occasional overnight stays. The responsibilities listed above reflects the team's current needs. The post-holder will be expected to work flexibly and perform other duties in line with the general scope and responsibility level of the role.

## PERSON SPECIFICATION

<b><i>Knowledge and experience</i></b>	<b><i>Essential / desirable</i></b>
Understanding of, and experience in, event logistics	Essential
Managing projects and working to budgets	Essential
Experience in delivering large scale events/conferences	Essential
Experience in of delivering webinars and knowledge of webinar platforms	Essential
Organising events with a high reputational value in the media spotlight	Desirable
Working with senior stakeholders and speakers, in government and the private sector	Essential
Working with external sponsors and partners	Desirable
Experience of working in a customer-facing environment	Essential
Experience of using CRM systems and delegate management platforms	Desirable
Proficiency in MS office	Essential

<b><i>Skills and behaviours</i></b>	<b><i>Essential / desirable</i></b>
Excellent oral and written communication	Essential
A positive, 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 alongside a range of external stakeholders	Essential
Ability to multi-task and work well under pressure	Essential
Excellent organisation skills and an ability to prioritise work	Essential
High standards of integrity	Essential