

JOB DESCRIPTION

SECTION 1

Basic data

Job Holder:

Reports to: Head of Events & Partnerships

Department: Events (Support and
Operations)

Job Title: Events Manager

Location: London

Job Family: Team Leader & Specialist

SECTION 2

DEPARTMENT STRUCTURE

Please see Appendix A attached.

SECTION 3

OVERALL JOB PURPOSE

To support the Head of Events & Partnerships in delivering the Events programme to a high standard.

To be solely responsible for the development, production and delivery for a portion of events.

To ensure excellent customer service and quality delivery is always maintained for all stakeholders.

Responsible in supporting and developing the skills and knowledge within the team.

SIZE/DIMENSIONS

Budget: Contributes to budgetary control/planning for all events

Staff supervised: The Senior Events Co-ordinator is reporting to this role and any temporary staff.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

- Deliver a range of digital and face to face events, from high profile ones (such as conferences, graduation ceremonies and prestige lectures) to smaller occasions (such as webinars, lectures, breakfast briefings).
- Take responsibility for the development, delivery and evaluation of a portion of those events. This will include:
 - Project management from inception to completion, including running the associated meetings and managing budgets

- Manage and liaise with internal and external contacts/suppliers
- Undertake site visits
- Create and distribute marketing literature and communications
- Undertake onsite/online management of the event
- Manage post event evaluation and analysis.
- Undertake and support the day-to-day administration of a variety of events including responding daily to customer/stakeholder enquiries.
- Review and implement all health and safety, quality, and compliance checks.
- Take an active role in ensuring all communications are effective and meet our own corporate strategy and branding guidelines, to include websites, email promotions and social media.
- Communicate, maintain and develop customer relationships.
- Plan, communicate and maintain timelines and priorities on projects.
- Play an active role in the enhancement of team processes, by managing operational and administrative functions to ensure projects are delivered efficiently.
- Maintain and build knowledge of events management, the financial services industry, and The London Institute of Banking & Finance products and services.
- Take lead on researching, developing and implementing digital event solutions.
- Effectively contribute ideas for speaker opportunities to meet the organisation's thought leadership strategy.
- Support the Events Marketing Manager with social media activity when necessary.
- Work with the Head of Events & Partnerships and Events Marketing Manager to produce event reports to demonstrate measurable outcomes and ROO/ROI.
- Deputise for Head of Events & Partnerships where necessary.
- Support the Head of Events & Partnerships with the strategic development, planning and delivery of a growing events calendar.
- Assist in building partnership proposals (where needed) and delivery against partnership requirements.
- Work with the wider organisation on improving data collection and cleansing of data whilst maintaining GDPR compliance.
- Effectively lead, direct, develop and manage Senior Events Co-ordinator and other staff/temps as applicable.
- Any other duties that may be reasonably expected.

CONTACTS AND INFLUENCE EXERCISED

External

- Dealing daily with all levels of members/customers including speakers, partners and stakeholders and influencing perceptions.
- Advise, inform and help all levels of contacts ie CEOs, government ministers, FCIBs, graduands etc.
- Liaise with external suppliers - building relationships and always ensuring cost-effectiveness.

Internal

- Advise, inform and support internal staff, whilst building effective relationships at all levels.
- Ability to work as part of a team and motivate others.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	X
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	
Has impact on department/directorate objectives	X
Has impact on The London Institute of Banking & Finance	

Examples of the decisions that are generally made by the job holder:

- Oversee and undertake the general day to day administration with the team whilst being responsible for individual activities/projects.
- Requirement to make sound decisions quickly, especially while event in progress, and knowing when is appropriate to refer/escalate to the line manager.
- Ability to make constructive operational recommendations on related matters to the line manager for the improvement of the organisation and delivery of events.
- Ability to work independently without direct supervision and to supervise team members.

DEFINITION /CLARITY

The job holder must be prepared to adapt to different responsibilities as the role evolves.

The job holder will need to be adaptable, to meet the needs and direction of the organisation and to support all team members to meet targets and deliver excellent customer service.

ANY ADDITIONAL FEATURES OF NOTE

The post is based in London but will involve visits to both offices and external venues, as well as remote working when appropriate.

The job will also require attendance at events after normal office hours, and the occasional overnight stay away from home.

PERSON SPECIFICATION

Qualifications, knowledge and professional memberships	Essential /desirable?	
6 GCSE's or equivalent to include Maths and English	E (D)	
Event Management degree	D	
Minimum of 4 years' Events management experience	E	
Experience of marketing and communications (CIM qualified or equivalent qualification is an advantage)	D	
Line Management experience or training temporary staff	D	
Technical competencies (skills and experience)	Essential /desirable?	
Excellent customer service skills	E	
Excellent communication skills (verbal and written)	E	
Experience of managing budgets and logistics of events	E	
Excellent IT skills to include Microsoft Office and databases. (Knowledge of Keynote and Google drive)	E (D)	
Strong Project management skills	E	
Ability to negotiate and influence a range of stakeholders	E	
Experience of collating, analysing and presenting data in order to enhance services	E	
Experience of working on high profile events with external professionals	E	
An interest and aptitude for emerging technologies and their impact on events	E	
Experience of delivering events in a professional body or educational setting (ideally in a financial environment) Preferably for a minimum of 18 months	D	
A good understanding/knowledge of the Financial Services environment	D	
Familiarity of The London Institute of Banking & Finance products, services and customers	D	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job).	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or enhanced
Communicating effectively	E	En
Business thinking	E	C
Developing yourself	E	En
Getting things done to achieve results	E	En
Digital capability	E	C
The customer experience	E	En
Managing quality and standards	E	En
Applying judgement and taking decisions	E	C

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date

Appendix A

