



# Role profile

<b>Job title</b>	Events Co-ordinator
<b>Reporting to</b>	Production & Event Manager

<b>Role family</b>	<b>Management responsibility:</b>	
Commercial	Does this role have management responsibility for others? <b>No</b>	Team contributor

## Overall purpose of role

The focus of this role is to support the events team with the relevant administrative duties to ensure the smooth running of the team.

The Events Co-ordinator will have a portfolio of approx. 30 events (seminars, workshops, dinners and webinars) that they will lead on the planning and delivery process, as well as supporting other members of the team on other events including flagship events.

This role will provide the opportunity to develop an event management skill set whilst supporting a very busy events team.

## Main responsibilities of role

- Supporting the events team on a daily basis through general administrative duties, including but not restricted to, managing event stock levels (badges, folders), stationary requests, feedback reporting and ad hoc duties as requested. This is particularly important during peak periods.
- To lead on the delivery of their individual portfolio and support other members of the team on their events for ICAEW members and guests in accordance with budget and event objectives. This includes use of the event booking software, venue sourcing, speaker liaison, on site delivery, pre-event planning/administration including event documentation/delegate packs and performing first class front of house duties.
- Co-ordinating the delegate booking process, including liaison with relevant internal departments and external suppliers and utilising event management software.
- Working with the various marketing teams on promotional material for each activity, with the ability to spot cross promotional opportunities for ICAEW products and services.
- Working with internal & external stakeholders and clients to plan and execute their event programmes.
- Specific duties will vary from time to time in line with the business needs.

## ICAEW values – all staff are expected to work to these values

The 3 i's – Initiative Insight and Integrity

The 3 i's are the values that drive our attitude and approach to working at ICAEW, along with our ways of working being agile, collaborative and innovative.

### **Initiative**

- Actively collaborating to identify needs and look for innovative solutions.
- Bring together different groups and communities to work together.
- Empowering people to be agile, so they can take ownership and harness the collective efforts of ICAEW in a flexible and responsive way.

### **Insight**

- Actively gathering insights to develop innovative and considered thought.
- Collaborating with our networks to voice different perspectives and insights internally and externally to stimulate discussion and debate.
- Being agile in finding new and timely ways to provide understanding and insight to our members, organisations and government

### **Integrity**

- Acting with transparency, consistency and openness as Integrity underpins all activity we undertake.
- Standing by your principles to adhere to the highest professional standards even when facing adversity.
- Doing the right thing, even when no one is looking.

### **Candidate profile**

- The ability to multi-task, excellent attention to detail, excellent organisational skills and the ability to work under pressure are essential to this role.
- Organised, professional appearance, methodical
- Previous experience within an events environment
- Good IT skills, including Word and Excel, and in maintaining a complex database
- Excellent communication (written and oral), organisational and administrative skills
- Excellent telephone manner with significant customer service skills
- Proactive approach to working
- Excellent customer service/relationship skills
- First class interpersonal skills and ability to work within a team