

# Events Operations Executive

Permanent

<b>Department:</b> ICE Events	<b>Reporting To:</b> Events Operations Manager	<b>Salary:</b> £34,500 per annum
<b>Location:</b> Westminster	<b>Hours:</b> 36.25 hours per week	<b>Holiday:</b> 23 + 2 fishing days per year
<b>Date of Advertisement:</b> 15/02/2022	<b>Closing Date:</b> When position is filled	<b>Interview Date:</b> TBC

## The Organisation:

The Institution of Civil Engineers (ICE) is an international membership organisation that promotes and advances civil engineering around the world. ICE is a qualifying body, a centre for the exchange of specialist knowledge, and a provider of resources to encourage innovation and excellence in the profession worldwide. The headquarters for ICE are based in One Great George Street which doubles as an award-winning central London conference centre, event, and wedding venue.

## The Role:

As Events Operations Executive, you will manage the operational requirements for all events including but not limited to seminars, lectures, conferences, and dinners both online, in person and hybrid. This will include ensuring that each event comes in on budget and to the high standard that is expected of ICE events. You will be responsible for managing attendee interface to ensure satisfaction throughout the event with the aim to keep feedback satisfaction results at their highest level.

## Duties and Responsibilities:

- Manage relationship with venue and any event suppliers to ensure that all event requirements and logistics are in place.
- Communicate with authors, speakers regarding presentations and audio-visual requirements where necessary to ensure the smooth running of events.
- Create running order for speakers, chairperson, and staff to ensure they are briefed on timings and structure of event.
- Running speaker rehearsals whether online or in person to ensure speakers are fully briefed and comfortable with all equipment at the venue/on the platform.
- Attend events and manage the staff team on the day as required.
- Maintain the core events calendar for the coming year, ensuring venue bookings are in place and confirmed where appropriate.
- Answering delegate queries promptly to ensure a high standard of customer service.
- Ensure online registration is set up correctly to maintain a user-friendly system for delegates.
- Create feedback form to obtain useful feedback to assist in improving standard of events produced.
- Train, mentor, and coach members of the team to ensure that operations procedures and event delivery are of a sufficient professional standard across all events.
- Finalise the budget and ensure any revenue and costs are recorded.
- Deputise for Events Operations Manager as and when required.

### What we are looking for:

The ideal candidate will have a passion for events management and have a thorough understanding of current events and delegate registration processes for both online and physical events. The candidate should also have excellent customer service and communication skills, good attention to detail, and be adept at handling high pressure situations. Strong organisational and negotiation skills as well as an eagerness to improve output and processes where possible will enable you to excel in this role. The successful candidate will be educated to degree level or equivalent events experience.

### ICE Group benefits include:

- 25 days annual leave plus bank holidays
- Shutdown over Christmas period
- Annual £100 allowance towards your wellbeing
- Up to eight per cent of salary contributed to a personal pension scheme
- 24-hour employee support line
- Death in service benefit equivalent to one year's salary
- Interest free season ticket loan
- Cycle to work scheme
- Big Gym membership savings with the GymFlex scheme
- Your Rewards discount scheme

To apply please email a CV and cover letter to [buildyourfuture@ice.org.uk](mailto:buildyourfuture@ice.org.uk).

#### **General Data Protection Regulations (GDPR) 2018**

*The data collected via this application process will only be used by the ICE Group for the purpose of recruitment and for the performance of an employment contract if a job offer is made. This data will not be disclosed to any external sources without express consent unless required to do so by law. Unsuccessful applicants' data, both electronic and paper will be deleted/shredded six months from date of application. The ICE Group's Data Protection Officer is Keith Logan, Group Head of Management Information Systems who can be contacted at [Keith.Logan@ice.org.uk](mailto:Keith.Logan@ice.org.uk). Applicants have the right to complain to the ICO at <http://ico.org.uk/> if they have a concern with the way ICE are handling their data.*