

Events Operations Coordinator

Permanent

Department: OGGS	Reporting To: Event Operations Manager	Salary: £29,000 per annum
Location: Westminster, London	Hours: 36.25 hours per week	Holiday: 23 + 2 fishing days per year
Date of Advertisement: 21/03/2022	Closing Date: 29/03/2022	Interview Date: 31/03/2022

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:

The Events Operations Coordinator will provide support to events operations staff with the administration of their events to ensure a positive delegate experience. These will include conferences, lectures, seminars, ICE corporate functions and meetings and other ad hoc other events with up to several hundred attendees. They will also be responsible for managing the operational requirements for a small portfolio of events (seminars, lectures, and Webinars) whilst keeping within the agreed event budget, to ensure ICE delivery of its events is of the best quality.

Duties and Responsibilities:

- Answering delegate queries both electronically, over the phone, and in person promptly to ensure a high standard of customer service.
- Registration of delegates to ensure delegates are booked on events.
- Monitoring events/papers inbox to ensure that all communication is answered in a timely manner.
- Supply pre-event communication to delegates to ensure delegates receive correct and accurate information.
- Work with other departments to create specific guests lists for specialist topic events to ensure that relevant people receive invitations to events.
- Communicate with authors, speakers re presentations and audio-visual requirements where necessary to ensure the smooth running of events.
- Administration of sponsor and exhibitor contracts, ensuring their requirements are met.
- Preparing KPI reports to monitor department performance.
- Preparation and issue of delegate badges and information to ensure smooth registration process on the day of an event.
- Processing submissions of technical synopses and papers on database and liaising with authors accordingly to ensure that gathered information is recorded and stored correctly for further use.
- Record minutes at meetings (occasional) to ensure records are accurately kept.

- Analysis and interpretation of financial information to generate commercial revenue reports on a weekly basis to management team.
- Create concise joining instructions to ensure delegates are fully aware of event details before attending.
- Create running orders for Speaker and Chairpersons to ensure they are fully briefed on timings and structure of lecture/conference.
- 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.
- Assisting with /managing events on the day to ensure a smooth delegate, speaker, and exhibitor experience.
- Manage suppliers for each event (venue, printers, photographer, etc.)
- Train, mentor, and coach Admin assistant to ensure that administrative procedures are of a sufficient professional standard across all events.
- Processing registration fees to ensure that delegates are confirmed and booked on events.
- Generate revenue reports and maintain SPEX admin folder.

What we are looking for:

- A thorough understanding of current events and delegate registration processes
- Experience sourcing suppliers/venues
- Excellent oral and written communication skills
- High level of attention to detail
- Proficient in Microsoft Word, Excel, and PowerPoint
- Experience in online events is desired
- Experience using a database is preferable
- Excellent customer service skills
- Team spirit
- Educated to A 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 well-being
- Discounted food from on-site café bar
- Weekly free fruit
- 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 visit: <https://www.ice.org.uk/about-ice/work-for-ice>

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. 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.