

Candidate Information

Position:	Conference and Events Manager
School/Department:	Student and Campus Life
Reference:	24/111735
Closing Date:	Friday 12 April 2024
Salary:	£46,497 - £57,141 per annum
Anticipated Interview Date:	Thursday 25 & Friday 26 April 2024
Duration:	Permanent

JOB PURPOSE:

Reporting directly to the Head of Conference, Events and Timetabling, the Conference and Events Manager will be responsible for the effective and the successful implementation and delivery of a wide range of core first class and professional high profile internal and external University events including delivering at least five reputation enhancing Academic Conferences per year.

The postholder will manage and oversee all aspects of central conference and events delivery with a focus on strategic delivery and operational management. They will be responsible for leading and managing a team of multi-disciplinary professional Conference and Event staff in the delivery of team and corporate objectives as underpinned by Strategy 2030, the Conference Strategy Working Group and Reputation 175.

MAJOR DUTIES:

1. Contribute to the strategic priorities of the University to maximise the use of the estate for conference and events outside of core activity, supporting ambitious targets and attracting new business onsite.
2. Lead, manage and support the Conference and Events team to ensure the delivery of a wide range of professional, first-class University events and academic conferences to the highest industry standards in keeping with best practice standards in Health and Safety and other associated legislation, ensuring all team members are motivated and proactively managed and developed.
3. Act as an ambassador for Conference and Events at Queen's, maintaining and developing key contacts within the University and external organisations to ensure all opportunities to maximise visibility of the Queen's brand and enhance the University's reputation at conferences and events both inhouse and externally, are maximised.
4. Manage and oversee the delivery of conferences and events, acting as a point of contact for senior staff and external stakeholders for high level complex events as and when required. Brief senior management and University colleagues on appropriate protocol for events and VIP visits.
5. Oversee the use of conference, marketing, and CRM software system, ensuring information held is up to date and in keeping with GDPR requirements and be an expert in the use of technology for hybrid Conference to facilitate the changing requirements of clients.
6. In collaboration with the Business Development Officer and other key stakeholders, develop and increase academic conference business at Queen's, in line with the aspirations and objectives of the Conference Strategy Working Group and Reputation 175.
7. Develop and motivate the Conference and Events team, including reviewing, appraising, and identifying team members' training needs and assigning work priorities to team members, ensuring they understand their roles and responsibilities and are supported to deliver a high level of service.
8. Use a project management approach to ensure tasks are delivered on time, within budget, and to specification.
9. Develop and deliver regular and bespoke event management training programmes to staff at all levels, ensuring the design of the course is up to date and consistent with current industry standards to meet identified customer need.
10. Oversee and manage allocated budgets and resources to ensure that finances are effectively managed, monitored and conferences and events delivered within approved budgets. Ensure forecasts are kept accurate and up to date, highlighting areas of concern to the Head of Conference, Events and Timetabling.

11. Provide feedback to senior leaders and ensure that gaps in service delivery are identified and initiatives put in place to improve future delivery, benchmarking service delivery against best practice in the wider industry.
12. Provide high quality reports to the Head of Conference, Events and Timetabling in support of the University's Conference and Events plans and use the findings to set strategies, interventions and future targets.
13. Support the Head of Conference, Events and Timetabling with effective forward planning for future business, identifying any issues and ensuring risk to the business and University reputation is mitigated.
14. Ensure the department is compliant with the required legislation particularly in relation to Health and Safety, Data Protection, Protecting Children and Vulnerable Adults and any other relevant legislation and People and Culture policies including agreed University procedures.
15. Contribute to the broader work of the Conference, Events and Timetabling team, deputising as required for the Head of Conference, Events and Timetabling, and support the work being carried out across the University.
16. Carry out any other duties as reasonably requested by Head of Conference, Events and Timetabling.

ESSENTIAL CRITERIA:

1. A university degree or equivalent in a relevant subject plus significant relevant professional Conference and events management experience which includes management of high-profile events OR; Substantial relevant professional Conference and events management experience which includes management of high-profile events as outlined below.
2. A track record in a senior management position of successfully planning managing and delivering events and conferences of all sizes and profile for a wide range of audiences and clients.
3. Experience of managing a multi-disciplinary team.
4. Experience of working under legislative regulations and the implications of non- compliance.
5. Experience of budgetary management and working to business targets.
6. Track record of project management delivery.
7. Excellent planning and organisational skills.
8. Excellent IT skills, including confident and proficient use of the Microsoft Office suite, relevant conference management software and marketing/CRM systems.
9. Excellent knowledge of technology to support hybrid Conference.
10. Excellent communication and interpersonal skills with the ability to communicate goals and engage and motivate others and achieve buy-in.
11. Excellent verbal and written communication skills, presentation skills and report writing.
12. A passion for customer service and demonstrable experience.
13. Articulate and persuasive communicator with strong negotiating and influencing skills.
14. Energetic, enthusiastic and highly motivated.
15. Ability to work under pressure, solving problems within a customer environment.
16. Capacity to work flexibly and unsocial hours to meet the requirements of the post and a willingness to travel as required.
17. A willingness and ability to work on campus as required to meet the demands of the post.

DESIRABLE CRITERIA:

1. Experience of planning and managing Academic conferences.
2. Experience of developing and delivering training.
3. Demonstrable understanding of relevant industry best practice and emerging issues/trends.