



Job Description

Section 1 – Description

Job Title: Events & Administrative Co-ordinator

Location: Edinburgh

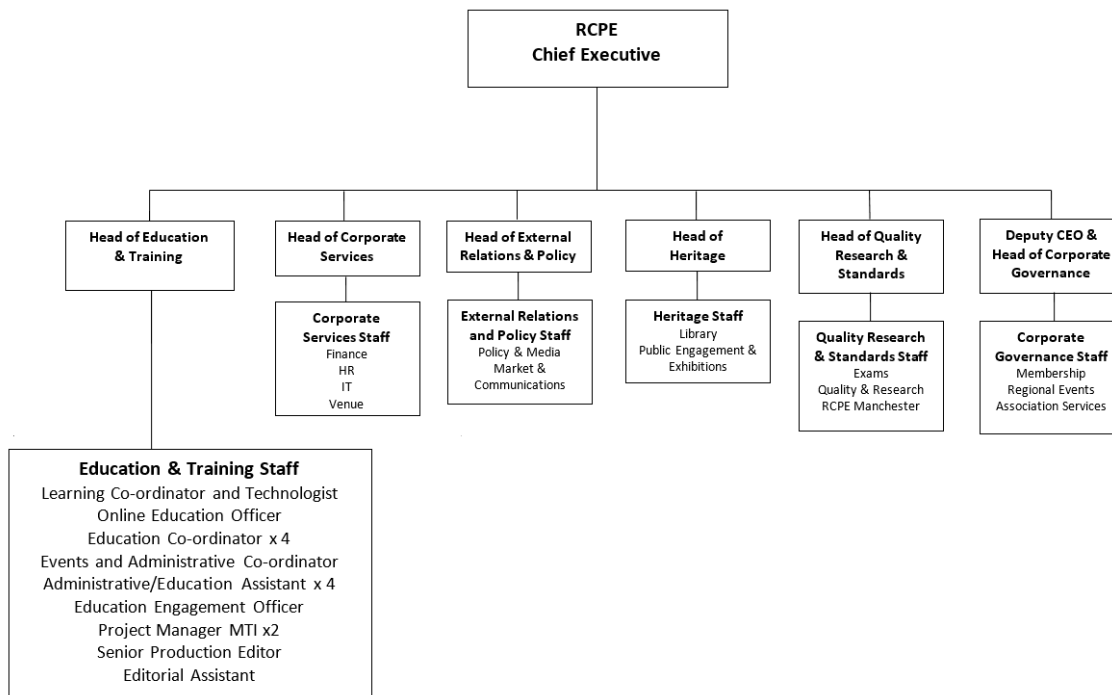
Reports to: Head of Education and Training

Date: November 2019

Section 2 – Job Purpose

- This post will coordinate and support the delivery of a number of events within a growing portfolio of work, including education and training, policy, heritage, research and quality improvement
- To organise and administrate an assigned number of events (courses, conferences, workshops and lectures) as part of the College’s rolling learning and development programme across the UK
- To coordinate sponsorship to support the programme and delivery of events
- To provide administrative support to a number of College committees, including taking minutes and drafting agendas, organising committees for events, and working groups for specific activities
- To retain and build the College Member/Fellowship through proactive engagement with all event speakers, chairs and delegates
- To answer telephone and email enquiries about events, and the College in general, providing a high standard of customer service

Section 3 – Organisation Chart



Section 4 – Dimensions

(Numbers are indicative only)

Delivery of events:

- The equivalent of up to 16 events annually

Committee support:

- Minute Secretary and admin support for College committees and working groups as required (likely 6-8 meetings/year)

Communications:

- In partnership with the Marketing & Communications Manager (MCM) and team to use all available methods to promote events, to coordinate communications with organising committees and other Colleges and Societies for joint events, and to be aware of and quick to exploit new methods of communication

Section 5 - Main Responsibilities

- Coordinate all communications with invited contributors (speakers and chairs) to ensure that their contribution is delivered in line with the planned programme, to ensure that appropriate information and support is provided for each contributor, and that required consents are obtained and formal thanks given
- Prepare and monitor budgets for individual events as required, using standard templates, to ensure any potential variation against budget can be identified quickly
- Working with appropriate committees to agree sponsorship for events using departmental templates, approach and liaise with pharmaceutical companies and other external organisations, including those identified by organising committees and appropriate RCPE staff
- In partnership with the MCM and others - identify appropriate marketing routes to ensure that each event is targeted at the appropriate audience, and publicise events using mixed media
- Form productive relationships with staff in other Colleges to ensure the smooth running of events
- Delegate relevant administrative tasks to the Education/event Assistant(s) to ensure the efficient and smooth running of events
- In partnership with the Venue Management team - coordinate registration desk and other “front of house” arrangements (catering, exhibitors, AV, electronic voting system and live links by video or webstream) for each event to ensure a professional delivery of each event
- Liaise with online learning team to ensure we maximise output from events
- To take ownership and coordinate the activities of College Committees and Working Groups, including liaising with committee members, drafting agendas, minute taking, actioning committee decisions, reviewing progress and reporting against key Committee priorities
- Identify potential Members and Fellows from speakers, chairs and delegates, and actively drive conversion to member/fellowship
- To be fully conversant in the college offer, and seek out opportunities to continually add value for guests attending events
- Gather and process information as required, to assist with preparation of reports and other documents
- Work with colleagues to share, develop and update working procedures to ensure consistency and quality across all events
- Support the delivery of other College events, as required

Section 6 – Planning and Organising

- Schedule outline working programme on a rolling 12 – 18 month timetable
- Develop and implement specific operational plans for each Committee/Working Group/Event
- Working with minimal direct supervision, prioritise weekly and daily workload to incorporate unforeseen or urgent issues without losing sight of already set deadlines and ensure multiple tasks are dealt with
- Working flexibly and accommodating change to plans whilst maintaining a positive attitude

Section 7 – Decision Making

- Decide on timing, frequency and intensity of communication with contributors to events and activities
- Advise Organising Committees on format, timeline and marketing plan for events in line with College approach and procedures for the type of event
- Select and commission appropriate external suppliers/contractors (caterers, printers, etc) from departmental approved lists to support the event or project within agreed budgets
- Negotiate with sponsors to define level of benefit in return for funding received, in line with College guidelines, the advice of the relevant organising committee/Senior Management lead and the College's ethical sponsorship policy
- Decide on format of web based and printed material within overall house style including signing off proofs
- Decide level and style of catering within College guidelines

Section 8 – Internal and External Relationships

Internal

- Liaise with Department colleagues, College Officers, AV Technicians and Events Team to ensure set up and technical support is in place for the smooth running of events and Committee Meetings
- Liaise with Fellowship and Membership Services staff to ensure up to date information regarding events is available to Fellows and Members

External

- Liaise with Organising Committees, Working Groups, invited contributors, registered participants, sponsors and exhibitors to ensure the smooth running of learning and development events
- Liaise with external suppliers (caterers, printers, hoteliers) to agree the level and cost of service required, as per College guidelines or contracts
- Respond to enquiries from invited contributors and registered participants to provide the appropriate information and advice
- Liaise with partner organisations in joint or collaborative events to ensure appropriate representation and participation by all partners in the planning and/or delivery of the event
- In partnership with the MCM and team, liaise with other medical organisations (Postgraduate Deaneries, Specialist Societies, NHS Trusts and Boards) to promote and advertise educational events
- Liaise with other Co-ordinators and invited contributors in setting up and running the College's interactive voting system at events to support interactive learning sessions and gather evaluation feedback for monitoring trends

Section 9 – Person Specification: Knowledge, Experience and Skills Required

Essential

- Exceptional people skills with a dedication to ensure a high level of customer service
- Good written and verbal communication skills with the ability to establish and maintain effective working relationships with a wide range of College staff, physicians and other healthcare professionals and external organisations in the medical, academic and commercial sectors (including stakeholders whose first language may not be English)
- Excellent IT skills including of standard office applications (word processing, spreadsheets, power point, email/internet), the ability to learn bespoke databases and other packages as required, and an understanding of appropriate use of different file sizes
- A flexible approach with the ability to plan own workload, to work both independently and in a team, and to deal with multiple tasks and sometimes competing priorities
- Excellent organisational skills and attention to detail with a demonstrable record in meeting deadlines and using own initiative
- Experience of event planning and a practical understanding of good practice in project coordination
- Experience of co-ordinating learning and development events and supporting committees

Desirable

- Educated to degree level in a relevant subject
- A background in Higher or Further education or understanding of working within a learning and development environment
- Experience of providing support to prepare materials (text, streamed video, quizzes) for virtual learning environments or demonstrable understanding of different platforms and accessibility issues
- Experience using social media for marketing purposes

Section 10 – Job Context and Special Features

The College is growing its learning and development portfolio and requires an individual who can work at pace, is digitally savvy and good at improving processes, whilst thriving in a customer orientated environment. As the work is predominantly focused on improving the knowledge and skills of physicians and their teams, an empathy and understanding of health and the healthcare sector would be advantageous. The role will potentially require travel within the UK.

Necessity to work outwith normal working hours to support committee meetings and events is essential (a system of TOIL is in place to accommodate this.)