

Job Title:	Conference & Events Manager
Contract Type:	Full time
Reports to:	Head of Operations
Direct Reports:	Events Assistant
Location:	London
Salary:	£30,000–£35,000 per annum

Role

Responsible for running Canning House’s programme of 30-40 events p.a. – virtual, in person and hybrid – for an international audience of ministers and politicians, diplomats, government officials, universities, international organisations, think-tanks, businesses and civil society.

As Events Manager, you will be **responsible for all aspects of logistics for all conferences and events**, including:

- Working closely with CH teams to distil their event concepts into logistics and deliver their events
- Proactively producing detailed proposals for events (i.e., running order & timing, venues, room layouts, suppliers, staffing requirements and briefings)
- Agreeing event budgets with Head of Operations, issuing estimates for sponsorships, managing events within the budget
- Securing and booking suitable venues or locations (including scheduling and managing the use of the Board Room at 126 Wigmore Street) and negotiating discounts with regular suppliers (venues, catering, translations, etc.)
 - coordinating venue management, caterers, stand designers, contractors and equipment hire
 - where relevant, organising exhibition space for exhibitors
 - ensuring insurance, legal, health and safety obligations are adhered to
 - organising facilities for security, first aid, hospitality, media, etc. according to venue
- Issuing formal invitations to speakers, keeping speakers informed/supplied with agendas and background materials, liaising with them to ascertain their precise logistical requirements; arranging travel and accommodation where necessary, ensuring speaker materials are available for events, liaising with speakers to arrange connection tests for online events

- Ensuring that event information and invitations are disseminated to the audiences appropriate for each event, and ensuring details of each event are registered in appropriate team members' diaries with short-cut links to the event materials on the shared drive
- Preparing delegate packs and papers with clients and, where relevant, designers
- Organising the production of tickets, posters, brochures and/or memory cards when required
- Co-ordinating the application of CH's and sponsors' brands to events logistics
- On the day of the event, coordinating suppliers, handling client queries and troubleshooting to ensure that all runs smoothly
- Attending all events from beginning to end in order to
 - register attendees, hand out badges, ensure an overall smooth operation and cope with any unforeseen problems
 - oversee the departure of guests and the dismantling and efficient removal and clearance of the event; and, in the case of the Board Room at 126 Wigmore Street, ensuring that, at the end of the event, the room is left in the condition in which it was found prior to the event
- Keeping registers of attendees for each event, ensuring they are stored safely in accordance with data protection rules and, if necessary, produce reports for event stakeholders
- Preparing data analytics of event attendees after the event
- Preparing and processing event evaluation forms for all events

The Events Manager is supported by an Events Assistant on placement from University – whom the Events Manager is expected to recruit, mentor and manage. The Events Manager will remain responsible for the Assistant's actions and for the successful delivery of all events.

Personal Qualities & Skills

You will need to demonstrate that you are:

- A team player ready to be flexible in supporting colleagues
- Exceptionally well organised – with excellent anticipation and command of detail
- First-rate Multi-Tasker – also able to prioritise competing demands
- Calm under pressure – with a “can do” practical attitude to overcoming obstacles
- Proactive – not just reactive
- Consistently “managing up”: i.e. you proactively come to managers and other team members and tell them what is needed to deliver their events, and do not wait to be instructed
- Agile manager during Events – covering all bases, keeping everyone on task, and effectively fielding any unexpected issues

- Forward-thinking – planning ahead for regular venues, caterers, AV companies, etc. – but also able to “turn on a sixpence” to deal with ad hoc events or issues
- Skilled at negotiating procurement contracts with venues, caterers, translators, etc.
- Able to recruit, manage and train an events assistant on secondment from University – 1 student per annum
- Good at giving clear delegations to team members in advance, and coordinating their efforts during events.

Experience - Required

- Previous role as an events manager – any sector
- Variety of events logistics
 - large and small
 - virtual and in person
 - with in-depth technical command of virtual events – Zoom, Teams, Livestreaming, etc.
 - and demonstrable capability to take on hybrid events
- Running multiple events p.a. – i.e., not just one big event p.a. – and to a professional standard
- Running events across different time zones
- Managing simultaneous translation services – online and in the room.

Although an understanding of Spanish and Portuguese would be a possible advantage, this is not essential and is heavily outweighed by events experience. Language classes are available if desired.

Other

- London-based but must be willing to travel to other parts of UK.
- Reports to the Head of Policy, Research & Operations, but also needs to be able to work smoothly and closely with Head of Stakeholder Engagement and her team to deliver their events.
- Flexible working is permitted, but, more than other members of the team, the events manager has to flex to cover the events programme – including at short notice.
- Although efforts are made to spread events out across the year, there is no guarantee that events will not be back-to-back from time to time.

Hours

- Office hours are 09:30-17:30 but additional hours will be required to participate in events which often start or finish outside those hours. By prior agreement, there is some flexibility on early finishes in those weeks when late events are held.

Benefits

- 25 days' annual leave (excluding public holidays)
- Pension and private health schemes
- Season ticket and cycle loan schemes

Location

Canning House, 126 Wigmore Street, London, W1U 3RZ.

Start Date

February 2022, or sooner if available.

How to apply

Please submit a CV and cover letter to finance@canninghouse.org.