

Operations Manager

WHAT WE ARE LOOKING FOR:

The Events Operations Manager is responsible for the organisation and operational aspects of running a series of global business forums across a range of industries. The forums usually consist of a conference with sponsors, and can range in size up to 500 attendees. The Events Operations Manager will be required to work with a proactive attitude and take on full responsibility for the delivery of the events, including a strict control of the event budget. They will be expected to offer solutions to any problems that occur within the business to deliver successful events. Some international travel can be expected.

QUALIFICATIONS AND SKILLS:

- Minimum 2 year's events experience
- Ambitious, driven to succeed
- Experience of working in high pressure environment
- Effective verbal and written communication skills
- Must be flexible and have the ability to work under pressure, accurately and calmly
- Excellent customer care skills
- High level of IT competency - must have strong computer skills including excel, word and power point
- Must be willing to travel
- Must be a team player
- Effective negotiation techniques with a proven track required of driving exceptional value
- English Fluency, UK based essential

KEY RESPONSIBILITIES:

Virtual events

- To deliver and project manage all logistical aspects of our events including: Creation of Content Platform, Speaker and Sponsor management, attendee comms and working with cross functional team: production and sponsorship
- All aspects of Speaker Management
- Event Platforms, Creation of Content and Networking Platforms – Swoogo, Swapcard, Hubilo. Front end and back end – includes everything from logos to virtual booths, speaker pages, agenda, on-demand and support features.
- Liaison with event teams
- Training for internal teams on running live sessions
- Running and moderating live sessions
- Creating on demand sessions
- Managing post event feedback
- Accurate attendance and revenue reporting

Face to Face events:

- On-site delivery and management
- Speaker management & liaison
- Sponsor management & liaison
- Venue liaison
- Delegate communications and customer service
- Creation of event documentation
- Management of suppliers including catering, venues, signage, apps
- Cost reconciliation & budget management
- Liaison with cross functional team: production, marketing and sponsorship/sales
- Ensure reconciled budget is inline with GP forecast