



The Governance
Institute

Job Description & Person Specification

- Job Title:** Events Co-ordinator (professional training, member and CPD events, conferences)
- Contract:** Permanent
- Hours:** 35 hours per week
- Location:** London, EC1N
- Salary:** £23,000 per annum
- Department:** Professional Development
- Team:** Events
- Reports to:** Events Operations Manager

About ICSA

ICSA: The Governance Institute is the professional body for governance. We champion good governance practices, and provide qualifications, training and resources to members and governance professionals worldwide.

Purpose of Job

To lead on the delivery of a range of conferences, courses and other events, providing a high quality experience for delegates and speakers.

Main responsibilities

Event planning and logistics

- lead on administration and event management duties on training courses and also provide logistical support for CPD events, conferences and others as required
- ensure rooms are booked and set up for events held at Saffron House and where required, work with the Events Producers to ensure appropriate external venues are sourced
- act as the main point of contact between ICSA and any external venues to make sure that the event objectives and requirements are met
- ensure that appropriate equipment is supplied for all events, taking account of any special requests from speakers
- arrange appropriate catering
- organise the preparation of badges, delegate packs and handouts, and ensure that equipment, programmes, course packs etc. are delivered on time
- manage the delegate registration process

Speaker liaison

- ensure that travel and accommodation is booked for speakers if necessary and liaise with the Events Producers in handling any other speaker requests
- work with speakers to ensure all notes and slides are delivered on time and to the required format, including sending templates and/or importing existing materials into templates where required
- work with the Events Producers to ensure that all slides are imported correctly into the event slideshow

Delegate management

Using ICSA's delegate management system to ensure the effective processing of bookings for events, including:

- facilitating and processing delegate payments; ensuring production of invoices; processing of card payments and arrangements for refunds and cancellations
- tracking progress on payments ahead of events, enforcing booking terms and conditions and leading on basic credit control
- despatching joining instructions, venue directions and any related materials

Benefits include

- a friendly and professional working environment
- central London location
- experience of working across a range of commercial and non-commercial events from large conferences, awards shows, graduation ceremonies and launch events
- full training provided
- employee benefits scheme providing discounts on products and services

Special working conditions

The post-holder is required to work occasional early mornings and evenings. Some occasional overseas travel involved.

This job description reflects the current requirements of the post. As duties and responsibilities change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities will vary from the particulars of this job description.

Person Specification

Knowledge	<ul style="list-style-type: none">• Knowledge and understanding of how a membership and qualifying body operates would be desirable.• Good working knowledge of using MS Office to a competent level, especially MS Word, Excel and Outlook is essential.
Experience	<ul style="list-style-type: none">• Experience of working in an events environment, particularly on training courses and smaller events, is desirable.• Experience of working in a customer-facing role, including handling queries, administration and troubleshooting as required, is desirable.
Skills	<ul style="list-style-type: none">• Excellent organisational, planning and time management skills are essential.• Ability to build good working relationships with internal and external stakeholders and suppliers is essential.• Ability to work to deadlines with a calm approach is essential.• Excellent written and verbal communication skills are essential.• Ability to work well within a team as well as independently is essential.
Behaviours	<ul style="list-style-type: none">• Conscientious and resilient• Diplomatic• Self-motivated• Flexible and adaptable• Act in accordance with ICSA values:<ul style="list-style-type: none">○ Openness○ Integrity○ Authority

Instructions to apply

Applications should be in the form of a full CV and supporting letter outlining how your skills and experience meet the person specification for the post. Ideally, please submit by email to jobs@icsa.org.uk by no later than 14 April 2019.