



Royal College of Anaesthetists

Conference and Events Assistant

Directorate: Membership, Media and Development

Reports to: Senior Conference, Event and Partnerships Manager

Band: A

1.1 Job purpose

The purpose of this role is to be part of and provide all round administrative support for the team delivering the College's education and events strategy.

The main area of work for this role is to be the point of contact and to deliver an excellent customer experience for event delegates throughout the event process. This will require the development of in-depth knowledge of College event processes and systems, as well as delivering continuous improvement in these areas.

In addition, this role assists the Education and Events Team in the delivery of tasks related to the day-to-day running of a portfolio of over 70 events a year, including event marketing, logistics and administration.

1.2 Key tasks and responsibilities

Customer Service

- Handle customer enquiries by email and phone for all events, ensuring queries are handled professionally, politely, accurately and in a timely manner
- Maintain all aspects of the customer online event booking process. This includes making sure the end-to-end process is as smooth as possible and that delegates receive the right information at the right time e.g. email confirmations, receipts and event information
- Update and maintain accurate delegate records in our events platform and CRM in line with the College's Data Protection Policy
- Provide proactive and polite support at events for speaker and delegates
- Be an advocate for our members and delegates in team meetings

Event Administration

- Provide general administration support to the Education and Events Team
- Prepare accurate, detailed event-specific material and documents, such as event sign in sheets, name badges, speaker bios
- Provide event booking and administration service for other teams in the College
- Support Conference, Event and Partnerships Managers in sourcing and researching venues and materials needed to run events
- Maintain and organise team file stores to ensure ease of use and GDPR compliance
- Occasionally lead on the delivery of smaller events

Event Marketing

- Support the promotion and marketing of College events to target audiences. This includes email marketing, updating the College website, data management, social media, and exploring new marketing channels
- Ensure all College events are added to external event calendars

- Support the creation of event materials, including brochures and emails
- Maintain event asset management and manage event stock

Event Logistics

- Support the Education and Events Team with delivering events, online or face to face
- Support the editing of event video recordings
- Attend events and assist with the setup, greeting and registration of participants, directing delegates, handling of microphones and pack down
- Demonstrate a confident presence at events and ensure the team are supported
- Work away from home on occasion to support the delivery of events

Event Reporting and finances

- Update delegate number reports weekly; support the collation and management of event feedback
- Support the Conference, Event and Partnerships Managers in the financial management and reporting of events, including the processing of speaker expenses and reporting delegate income

1.3 Qualifications, skills, knowledge and experience

- Strong interest in event management and professional development
- Ability to handle customer queries with professionalism, precision and speed
- Confidence organising and maintaining accurate digital records
- Confident and professional oral and written communication
- Self-motivated, with a proactive approach to problem-solving and time-management
- IT experience, including MS Office (or related software), databases and social media
- Ability to travel occasionally for work

Signature:

Name:

Date: