



## Role Profile

### Conference and Major Events Manager

#### About ARMA

ARMA (UK) is the professional association for research management in the UK. We currently have around 3,500 individual members from 250 organisations, ranging from universities and research institutes to research funders and the National Health Service. We represent research leaders, managers and administrators, offering professional development and opportunities to build networks, knowledge and skills. We work with UK-wide and international bodies to influence and understand the changing research management agenda, translating the impacts of that change for our members. We work with others to promote public trust in research, communicating its benefits and value. Most of all, we work to enhance research management as a professional partner in the UK research environment. We provide a wide range of membership benefits and development opportunities, including a comprehensive programme of live and recorded workshops and webinars, virtual study tours in partnership with funders, an annual conference, a comprehensive website, and regular communications including a weekly e-Newsletter and online membership magazine. Our members can join a number of Special Interest Groups and study for professional qualifications and receive mentoring support.

#### About ARMA's Annual Conferences

Our Annual Conference is our flagship learning & development and networking event. Taking place annually and usually in June, our Conferences are attended by 700-800 delegates from all across the UK and beyond. Attracting some of the UK's most influential speakers, our Conference gives the Association a high profile amongst research management community, research funders and government departments. Generally taking place over two days, the Conference has a number of satellite meetings either side of it and attracts in excess of £70k of sponsorship and exhibition income. Members are actively encouraged to contribute towards, and take part in this event, and a major component is our parallel sessions designed to cater for all aspects of research management and administration. While the quality of the programme of keynote speakers, plenaries and workshops is paramount, an important facet of the Conference is the social element and our programme generally incorporates a number of social and wellbeing activities, including the very popular Gala Dinner.

#### Summary

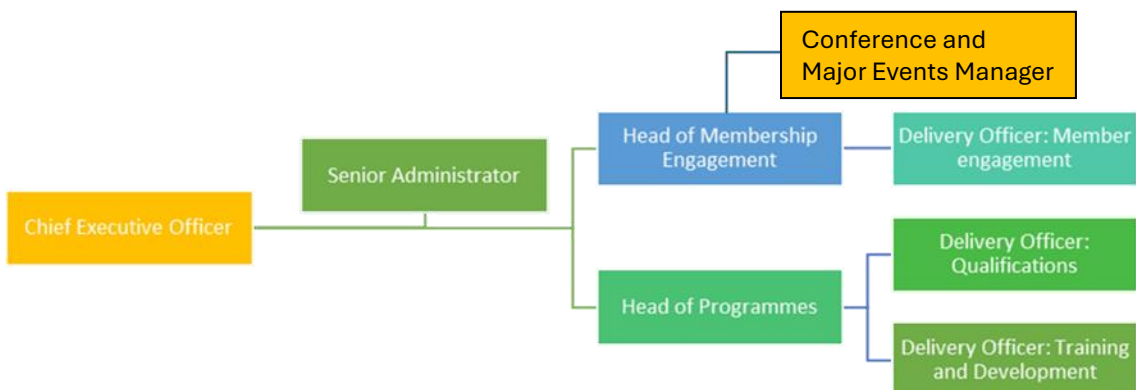
The post-holder leads the delivery and execution of our Annual Conference. Subject to the Strategic Plan, they may also be asked to lead other large events such as our awards and Directors Forum.

The role includes, but is not limited to, project management, budgeting and financial management, marketing and promotion, sponsorship and exhibition sales/ coordination, venue selection and contracting, supplier management, speaker liaison, abstract management and delegate administration; working in partnership with the Chair of Conference and Conference Working Group to deliver an excellent programme and outstanding delegate experience. The role holder is also responsible for managing the relationship with our appointed PCO.

## Our Strategy



## Our Team



## Main Responsibilities

We have identified the following as the core responsibilities for the role

<p><b>Planning and Coordination</b></p>	<p><b>Event Planning:</b> Develop comprehensive plans for each conference, including timelines, schedules, and task lists.</p> <p><b>Venue Selection:</b> Research, select, and book appropriate venues that meet the needs of the event and attendees.</p> <p><b>Budget Management:</b> Create and manage event budgets, ensuring all activities are within financial constraints.</p>
<p><b>Logistics and Operations</b></p>	<p><b>Supplier Management:</b> Identify, negotiate with, and manage relationships with suppliers (e.g., catering, AV services, decorators).</p> <p><b>Accommodation and Travel:</b> Arrange travel and accommodation for speakers, staff and volunteers.</p> <p><b>PCO Management:</b> Oversee the relationship with our appointed PCO. Re-tender on a regular basis to ensure good value for money.</p>
<p><b>Programme Development</b></p>	<p><b>Content Creation:</b> In conjunction with the Conference Working Group, develop and manage the event programme, including selecting and coordinating speakers, sessions, room allocation and activities.</p> <p><b>Speaker Coordination:</b> Communicate with speakers and presenters to ensure they are prepared and have the necessary resources and guidance.</p> <p><b>Schedule Management:</b> Create detailed schedules for all event activities and ensure adherence to timelines.</p> <p><b>Sponsorship and Exhibitor Management:</b> Identify and secure event sponsors and exhibitors, managing and evaluating the resulting relationships.</p> <p><b>Conference Working Group:</b> Organise and facilitate meetings of the Conference Working Group, including setting dates, agenda, issuing papers and minuting meetings.</p>
<p><b>Marketing and Promotion</b></p>	<p><b>Event Marketing:</b> Develop and implement marketing strategies to promote the event and attract attendees.</p> <p><b>Collaboration with Marketing Team:</b> Work with the Marketing Team to design promotional materials, manage social media campaigns, and send email communications.</p> <p><b>Registration Management:</b> Working with our PCO to oversee the registration process, including tracking registrations, and responding to enquiries.</p>
<p><b>Attendee Experience</b></p>	<p><b>Customer Service:</b> Provide excellent customer service to attendees before, during, and after the event.</p> <p><b>Feedback Collection:</b> Collect and analyse attendee and contributor feedback to improve future events.</p> <p><b>Networking Opportunities:</b> Create and facilitate opportunities for attendees to network and engage with each other.</p>

<b>Technology and Innovation</b>	<p><b>Event Technology:</b> Utilise event management software and tools to streamline planning and execution processes.</p> <p><b>Virtual Events:</b> Plan and manage any virtual conference offering to ensure a positive experience for remote participants.</p> <p><b>AV Coordination:</b> Coordinate audiovisual requirements and ensure all technical aspects run smoothly.</p> <p><b>Innovation:</b> Stay up to date with the latest innovations in conference and event management.</p>
<b>Compliance and Risk Management</b>	<p><b>Health and Safety:</b> Ensure compliance with health and safety regulations, including emergency procedures.</p> <p><b>Risk Assessment:</b> Identify potential risks and develop contingency plans to address them.</p> <p><b>Insurance:</b> Arrange necessary insurance coverage for the event.</p>
<b>Reporting and Financial Management</b>	<p><b>Reporting:</b> Provide regular and comprehensive progress reports to conference working group, and Head of Member Engagement.</p> <p><b>Expense Tracking:</b> Track all event-related expenses and ensure they are within budget.</p> <p><b>Financial Reporting:</b> Prepare financial reports and provide insights on cost management and profitability.</p>

### General expectations

- Adheres to ARMA policies and procedures at all times
- Covers for other members of the team as necessary
- Is proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development
- Undertakes, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff
- Is willing and able to work outside of normal office hours on occasion (where TOIL will be granted)
- Is willing to work flexibly in response to changing organisational requirements.
- Attends and participates in team meetings and other meetings as required
- Is willing and able to travel within the UK, on occasion, including overnight stays.

### Values

ARMA adopts the following values in its activities and we are seeking candidates who feel alignment to these values.

- **Member Focused**  
Our decisions will always be led by what we believe is in the best interests of our members, for the profession and for the sector.
- **Inclusive**  
We will remove barriers to active participation in our profession and champion the cause of inclusivity, diversity and social justice for our colleagues and for the sector.
- **Collaborative**

We will build new partnerships and expand our network for the benefit of our members. We will seek out collaborators who share our values, to work together in order to advance our mission.

- **Professional**

We will exhibit the highest standards of professional conduct. We are committed to continuous improvement and proactively seek out opportunities to advance our knowledge and find new ways to carry out our roles more effectively.

## Skills

We have identified the following as key skills that we need candidates to bring to the role.

<b>Event Management Skills</b>	Managing large scale events with large budgets, working with PCO companies, running award selection processes and ceremonies.
<b>Organisational Skills</b>	Project Management, Time Management, Attention to Detail.
<b>Communication Skills</b>	Verbal and Written Communication, Interpersonal Skills, Negotiation.
<b>Technical Skills</b>	Event Management Software, Customer Relationship Management (CRM), Marketing Tools and Social Media.
<b>Financial Skills</b>	Budgeting, Financial Reporting.
<b>Creative Skills</b>	Event Design, Problem Solving.
<b>Leadership and Teamwork</b>	Team Management, Collaboration.
<b>Industry Knowledge</b>	Sector Awareness, Networking.
<b>Customer Service</b>	Member Focus, Feedback Management.
<b>Flexibility and Adaptability</b>	Adaptability, Resilience.
<b>Compliance and Risk Management</b>	Health and Safety, Risk Management.
<b>Technology Proficiency</b>	Virtual Events, AV Equipment.
<b>Analytical Skills</b>	Data Analysis, Surveys and Feedback.
<b>IT Skills</b>	IT skills, including proficiency in the use of the Microsoft Office suite.

Please note that these are the criteria are indicative. If they don't quite fit your career journey but you still know you have a lot to offer our membership, we'd still love to hear from you.

## What we offer

**Salary:** £40,00-£45,000 (dependent on skillset) plus pension, ability to work flexibly, and attractive annual leave entitlement (30 days, plus bank holidays)

**Location:** Fully remote, enabling residence anywhere in the UK, with support to travel regularly to meet colleagues and stakeholders, travel to our events within the UK and quarterly team meetings in Edinburgh.

**Term:** Permanent

**Hours:** 35 hours per week

Please note, this role is subject to the successful completion of a 6-month probationary period.

ARMA is actively seeking to address underrepresentation within in its leadership and governance. We therefore warmly welcome applications from groups who are underrepresented across the research and innovation sector. We will be taking active steps to reduce barriers to participation, including through inclusive recruitment practice and positive action in our recruitment process. We welcome any requests for further adjustments that would make our process more accessible.

We are keen to advertise this role as widely as possibly. If you know someone or are part of networks that may be interested, we would love for you to share.