

POSITION DESCRIPTION

Position title:	Event administrator
Reports to:	Allegra Roccato, head of events
Hours:	Full time 35 hours per week
Location:	Unit 17 Empire Square London SE1 4NA Option to work at London office or from home. Availability to travel to London office, as necessary, will be required. International travel at the time of the congress to support its delivery.
Term:	Fixed term contract May 2024-end of June 2025 We are open to a freelance contract for those not based in the UK, but a contractor must be able to operate to UK time, with flexibility to accommodate international meeting needs, and availability to travel to London office, as necessary.
Date position description completed:	March 2024
Salary	£23,000 - £27,000 per annum

Description of the position:

We are seeking a passionate and enthusiastic individual, with some event management experience, to join our team to deliver the World Physiotherapy Congress 2025.

Working closely with the congress project manager and the head of events, the event administrator will be the first point of call for congress enquiries, providing information and support to congress participants in the run-up, onsite, and after the event. This will include liaising with congress participants, volunteers, industry partners, and event suppliers.

The successful candidate will have a passion to develop and grow their experience within the scientific meetings and/or association meeting sector.

You love working for a growing, values-driven organisation where you can work collaboratively and contribute your ideas. You thrive in a dynamic, international team where you can harness creative ideas and translate them into workable plans. You will be excited to be joining a team that delivers an award-winning congress.

About us

World Physiotherapy is an international professional association representing the physiotherapy profession. Founded in 1951, it is a UK Registered Charity (previously known as the World Confederation for Physical Therapy) and its member organisations are 128 national physiotherapy associations.

World Physiotherapy's vision:

- Everyone has universal access to quality physiotherapy services where and when needed.

World Physiotherapy's purpose:

- To represent physiotherapy across the globe, advancing our profession and advocating access for all, to improve health and wellbeing.

About the World Physiotherapy congress

The World Physiotherapy biennial congress is the largest international meeting of physiotherapists and is the primary international forum for the reporting of physiotherapy research and innovations. Depending on the location, it usually attracts between 2,000-5,000 participants. It includes a three-day multi-track scientific programme and trade exhibition.

World Physiotherapy is responsible and accountable for all aspects of the congress organisation and management. This includes the scientific programme, exhibition, registration, and the associated operational logistics, including management and approval of the budget and all contracts with suppliers.

Physiotherapists do not earn the same as medical doctors and many self-fund to attend conferences. Our attendees are truly international and attend from over 120 countries. Therefore, it is important to use event technology that is as accessible as possible.

The next World Physiotherapy congress will take place in Tokyo, Japan, 29-31 May 2025.

Office environment

World Physiotherapy operates with a staff team of 14 people. The international nature of the organisation means that much of our work and communication with member organisations is conducted by email and videoconference. Staff frequently work off-site and on a day-to-day basis, there are usually two-five people in the office in London.

Staff communicate by email, telephone, and videoconference, as well as regular project-based team calls and face-to-face meetings. By necessity, all individuals working with World Physiotherapy must be able to work independently and take the initiative to stay up-to-date on World Physiotherapy's activities, seeking further information when/if required.

Diversity and inclusion

World Physiotherapy is committed to best practice in equity, diversity, and inclusion, and to fostering an inclusive environment that reflects the membership it represents. Throughout its recruitment process, it seeks to ensure that all applicants are judged on their suitability for the post alone and that there is no unfair bias.

Equal Opportunities Statement

As part of its recruitment policy, World Physiotherapy intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Team values

A commitment to the team values of trust, diversity and inclusion, collaboration, flexibility, care and support, and integrity is required of all staff.

TEAM VALUES

We are a team of people who want to make a difference in the world

Trust

- We say everything that needs to be said in the room.
- We place 'no surprises' at the core of everything we do.



Flexibility

- We adapt our approach according to the individual and situation.
- We strive to balance life and work needs for individuals and for the team.
- We balance pragmatism and perfectionism by knowing when to stop once a goal has been achieved.



Diversity and inclusion

- We believe a diverse workplace will lead to smarter ideas and more informed decision-making.
- We treat people and groups fairly based on their unique characteristics.
- We recognise each person's individual value and contribution and accept them as a member of the team.



Integrity

- Once we commit to an action, we follow through.
- We make fair and reasonable decisions in a non-judgmental way.
- We always give credit to the team who have helped us get a result.



Collaboration

- We are one team of strong and diverse individuals unified by a clear common purpose.
- We believe working collaboratively will help manage stress, increase retention and loyalty, and achieve our strategic goals.



Care and support

- We are compassionate and treat people with respect.





Duties and key responsibilities

1. Event registration

- 1.1. Manage all aspects of the registration system, including changing status and cancellations
 - 1.1.1. Run reports from the registration system for food and beverage, accessibility, and registration status requirements
 - 1.1.2. Administer complimentary registrations
 - 1.1.3. Manage letters of invitation for congress participants
 - 1.1.4. Reconcile invoices with payments and liaise with the finance department for issuing credit notes and financial forms
 - 1.1.5. Administer exhibitor registrations
- 1.2. Respond to congress registration enquiries

2. Pre-event management

- 2.1. Collate international freight requirements for World Physiotherapy
- 2.2. Manage business meeting requirements, such as room allocations, audio-visual (AV) requirements, and refreshments
- 2.3. Liaise with pre- and during-congress clinical visits hosts on transport, translation, and any other logistical needs

2.4. Manage the HQ hotel rooming list collecting staff and VIP requirements

2.5. Attend regular supplier meetings and produce meeting notes

3. Scientific programme support

3.1. Support the congress project manager with abstract mailbox enquiries

3.2. Support the congress project manager in the administration of the congress programme committee activities

3.3. Support the congress project manager in the administration of the abstract support programme

3.4. Send out mail merges, and communications as required from the abstract mailbox or the event management system

3.5. Support the congress project manager in preparing the chair and speaker guidelines (proofread and format any guidelines/information material)

3.6. Assist with rehearsal scheduling (if required)

3.7. Manage enquiries for certificates of presentation

4. Bursary programme

4.1. Support the congress project manager in processing the applications

4.2. Collect supporting documents

4.3. Book accommodation according to travel details

4.4. Coordinate travel with the business support officer

5. Volunteers

5.1. Manage the volunteer mailbox and respond to volunteer enquiries

5.2. Work with the volunteer manager to identify volunteer roles and responsibilities

5.2.1. Volunteer scheduling and training admin support

5.2.2. Produce the volunteer manual before the congress supervised by the volunteer manager

5.3. Create and send out volunteer evaluation survey post-congress

6. Exhibition

6.1. Respond to exhibitor enquiries via the congress mailbox

6.2. Send out communications and reminders to exhibitors/industry partners

6.3. Assist with exhibition stand allocation

6.4. Create and send out exhibitor evaluation post-congress

7. Business development

7.1. Scout events and congresses in the region, among specialty groups and member organisations

7.2. Inform the marketing and communication team of upcoming events and possible ways to advertise the congress

8. Onsite support

8.1. Support to the congress team in Tokyo as required

Attributes

The post requires:

- experience of working in an office environment or an understanding of working in an office environment
- the ability to quickly learn and adapt to IT systems independently or in formal training
- strong computer literacy skills and competency with Word, Excel, Outlook and PowerPoint
- some IT literacy skills with survey programmes (Survey Monkey, MS forms), mass mailing systems, and content management systems
- strong communication skills in a cross-cultural/professional environment
- the ability to multi-task, prioritise and manage own workload
- proficiency in English, native language or C2 minimum; additional languages (especially Japanese) is desirable

It is expected that the person appointed will have:

- some experience in a relevant work or education environment
- demonstrated experience in event management/administration
- demonstrable ability to organise and prioritise own workload effectively
- report creation and data management skills

It is expected that the person appointed will be:

- personable and approachable
- efficient and well organised with attention to detail
- collaborative and team-orientated
- culturally aware and sensitive to diverse needs

It would be helpful if the person appointed had:

- experience working in a small team environment
- event experience in the not-for-profit sector
- volunteer management experience