Role Title	Events and Membership Coordinator 12 months Fixed Term Contract, with possibility of extension
Manager Job title	Events Manager
Band	B

Job purpose
To support the College's events and membership teams in planning and delivering a high-quality programme of events, including the flagship Annual Conference. The role coordinates event logistics, provides responsive help desk support for members, delegates and speakers, and supports wider team projects and core College activities.

Key tasks and responsibilities

- Support the planning, coordination and delivery of the College's events programme, including the Annual Conference, member events, ceremonies and webinars.
- Coordinate agreed events and workstreams, maintaining project plans, tracking deadlines and working with colleagues to ensure activities are delivered on time and to a high standard.
- Organise event logistics, including venue arrangements, travel and accommodation, catering, equipment, materials and registration requirements.
- Liaise with speakers, delegates, suppliers and internal stakeholders, ensuring timely communication and effective coordination before, during and after events.
- Support the delivery of the Annual Conference, taking responsibility for allocated workstreams and providing on-site operational support.
- Provide help desk support through shared mailboxes and the College's enquiry management systems, responding professionally to event enquiries and escalating issues where appropriate.
- Set up and maintain events on the College's event management platforms, supporting registrations, delegate communications and reporting.
- Coordinate the preparation and distribution of event materials and maintain accurate, accessible event information across relevant channels.
- Support financial administration, including purchase orders, invoices and expense claims, in line with College procedures.
- Support wider team projects by coordinating meetings, maintaining project documentation, monitoring actions and providing progress updates.
- Gather feedback and maintain event records to support evaluation, reporting and continuous improvement.

- Work flexibly across the team, providing administrative and operational support as priorities and workloads change.

Travel and attendance requirements
The post holder will be required to attend the annual RCPCH Conference, held regionally, involving a minimum of three nights away from home, and other events requiring travel and overnight stays as necessary.

General

In addition to the specific duties and responsibilities outlined in this job description, all RCPCH employees should be aware of their specific responsibilities towards the following:

- Adhere to all College policies including health and safety, safe guarding, equality and diversity, information security and acceptable use of College resources.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the College into disrepute.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- The College is committed to encouraging young people to work with the College either through the apprenticeship programme and as such the post holder will be expected to support and respect young people, and may be asked to work alongside or supervise a young person as part of their role whilst working at the College.

Our commitment to safeguarding

- The RCPCH is committed to safeguarding the children, young people and adults it has contact with in the exercise of its functions and responsibilities. The RCPCH expects all staff to share this commitment.
- All staff are expected to be alert to safeguarding risks and to respond appropriately to such risks in accordance with the College's safeguarding policy and procedures.
- All staff are required to take part in safeguarding training and developments. Managers are required to ensure that they remain vigilant to any safeguarding

concerns in respect of those they supervise and to ensure their teams regularly review actual and possible safeguarding dimensions in their work.
- The foundation of good safeguarding is healthy organisational culture. All staff are expected to promote such a culture through their behaviours.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the College at any time after discussion with the post holder.

RCPCH operates a no-smoking policy. The post holder should either be a non-smoker or be prepared to not smoke in **any** of the College's premises, grounds or vehicles when on College business outside the office.

The RCPCH wants to represent all the communities we serve. Appointment will be made solely on merit. However, the College is particularly keen to receive applications from Black, Asian and minority ethnic candidates, and/or candidates with a disability who are currently under-represented at this level of the organisation.

Terms and Conditions of Employment

All appointments made at £33,451 per annum

Contracts are offered on an initial 6-month probationary period

PERSON SPECIFICATION

Essential

- A good standard of general education
- Strong verbal and written communication skills, with the ability to present information clearly and persuasively to people at different levels
- Experience supporting the planning and delivery of in-person events
- Experience delivering online events using Zoom, MS Teams or similar platforms
- Strong digital skills, including MS Office and EventsForce or similar registration platforms
- Experience working in a fast-paced team
- Experience using CRM systems
- An organised, methodical approach to managing workloads and competing deadlines

- Ability to use own initiative and deliver high-quality results on time

Desirable

- Experience of working in a health related/ not-for-profit environment
- Experience of using web content management systems
- Good problem-solving skills
- Experience of financial administration: raising purchase orders, following up on invoices

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above. For any questions, queries or support please contact us at recruitment@rcpch.ac.uk.