Events Manager

Job Description

Contract	Permanent
Hours	35 hours per week
Reports to	Deputy Dean
Line management	Events Executive
Location	Central London office with some home working (minimum of 3 days in the office)
Working pattern	Flexible working, with some evenings, early starts and occasional weekend work

About the Royal Society of Medicine

The Royal Society of Medicine is one of the UK's leading providers of continuing learning in healthcare. Our vision is 'Bringing people together across healthcare to debate, network, and learn.' We aim to do this through being the membership body of choice for healthcare professionals, being the trusted convenor on the future of healthcare, extending the reach of our learning offer, and transforming our premises into the premier destination for healthcare professionals.

As a registered charity and membership organisation with a global network of 16,000 members, we bring together healthcare professionals across specialties. We offer a range of membership options for every career stage, from students to retirement. We deliver multidisciplinary, specialist and general education, as well as professional development, drawing on the support of leading experts in over 50 specialist areas (Sections) of medicine. Our learning resources span a wide collection of books, journals, digital journals and online medical databases. We are home to one of the finest physical and digital medical libraries in the world. By leveraging expertise from across the RSM, we connect those involved or interested in healthcare, and support, help and inspire the innovators developing the medical products and services of tomorrow.

Job Purpose

The Events Manager ensures the effective running of the RSM's programme of conferences and medical education meetings, and webinars, leading the whole event lifecycle from first brief to final evaluation. The role delivers a high-quality, relevant and financially sustainable programme of in-person, hybrid and online events.

Working closely with volunteer medical experts (Section members), committees and colleagues in Learning, Marketing, Communications, Partnerships, Finance and Support Services, the Events Manager brings logistical expertise, creativity and sound financial judgement to every event, and uses data and delegate feedback to keep improving what we offer. The role reports to the Deputy Dean and line manages an Events Executive, who helps with the delivery of our events.

Key Outputs and Accountabilities

Event Delivery

- Conferences, lectures and medical education meetings and webinars delivered end to end, in person, hybrid and online, to a consistently high standard, on time and within budget.

- Clear event plans (brief, budget, timeline and resourcing) in place for every event, with the most suitable format chosen for each.
- Event schedules and speaker line-ups agreed with Section officers and organisers, with speakers briefed, supported and well looked after.
- A smooth, welcoming experience for delegates, from registration and communications through to on-site support and follow-up.
- Accurate delegate records, payments and reports maintained in the event management and CRM systems.
- Abstract and submission processes run efficiently and fairly, with authors and reviewers kept informed throughout.
- Professional printed and digital event materials produced with designers and ready to deadline.
- Confident on-site leadership at events, including some evenings and weekends.

Financial Management and Suppliers

- Accurate event budgets maintained and reported to Finance, with variances flagged early and costs reduced wherever possible.
- Delegate fees and sponsorship packages set in line with event costs.
- Venues and suppliers (including AV, design, print and catering) selected and negotiated to deliver value for money, with contracts fulfilled and invoices processed accurately and on time.
- Exhibitor and sponsor commitments delivered in partnership with the Partnerships team.
- External partnerships built that strengthen the RSM's events.

Data, Insight and Evaluation

- Timely and accurate event data and KPIs reported to the Deputy Dean and Sections.
- Delegate feedback evaluated and clear recommendations presented to inform future decisions.
- Lessons learned captured and applied, so that each event improves on the last.

Risk, Quality and Compliance

- Risks identified and mitigated for every event, with risk assessments completed, off-site approvals secured and insurance confirmed.
- Events that meet RSM service levels, governance and quality assurance standards.
- Personal and sensitive data, particularly members' data, handled in line with RSM data protection requirements.

Stakeholder Management in Support of Events

- Strong, trusted working relationships with Section officers, committees and senior colleagues, so that events are well supported and well informed.
- Section Presidents and officers kept up to date on event delivery, attendance and financial performance.
- Event-related papers, updates and actions prepared for Section Council and Slate meetings, with progress against budget and attendance targets monitored.
- High-profile speakers and external contributors managed professionally, with every interaction upholding the RSM's policies and reputation.

Promotion and Communications

- Events effectively promoted through close working with Marketing and Communications, using sector insight to reach the right audiences.
- Accurate, up-to-date events content maintained on the RSM website.

Innovation and Improvement

- New ideas and technology, such as event apps, trialed where they add value, with environmental sustainability built into event planning.
- Streamlined, consistent events processes across Sections, informed by industry best practice.

Team and Organisation

- Events Executives coached, supported and developed, with a contribution to their recruitment, onboarding and appraisal.
- Team cover provided during peak periods and absence, so that no event is put at risk.
- Events aligned with the RSM's strategic objectives, with collaboration across teams to support their projects through events.
- RSM and Charity Commission policies complied with, organisational values upheld, and other duties undertaken as the needs of the business require.

Person Specification

Requirements	Essential	Desirable
Experience		
At least 3 years' experience of managing conferences, meetings and education events from start to finish, preferably in a membership organisation or the medical sector.	✓	
Experience of managing the delivery of meetings for over 150 attendees.	✓	
Experience of working in a charity or learned society.		✓
Experience of budget management and the financial processes required to run events.	✓	
Experience of working with organising committees and volunteer experts or healthcare professionals.	✓	
Experience of working with people at all levels, including senior academics and senior executives.		✓
Experience of managing complex event programmes, including multiple streams of content and speaker management.	✓	
Experience of selecting and negotiating with venues, AV, design, print and catering suppliers.	✓	
Technical Skills		
Significant competency in the use of registration software or CRM systems.	✓	
Competency with event management systems.	✓	
Ability to use Microsoft Office software, including PowerPoint, Word and Excel.	✓	

Experience of working with event apps.		✓
Interpersonal and Communication Skills		
Strong organisational and project management skills, with the ability to work on multiple events and meet deadlines under pressure.	✓	
Proven ability to analyse data and use insights for decision making.	✓	
A thoughtful and considerate approach, ensuring events meet the needs of our members.	✓	
Excellent stakeholder and relationship management skills, with clear communication, influencing and expectation management.	✓	
Excellent written and verbal communication, with attention to detail and excellent customer service.	✓	
Ability to use initiative, anticipate problems and manage risks appropriately.	✓	
Creative approach to delegate engagement and problem solving.	✓	
Drive to improve processes and projects for the benefit of our members, and a genuine passion for events.	✓	
People management experience, with the ability to self-motivate, motivate others and support a high-performing team.	✓	
A good team player who builds positive relationships with colleagues, committees, members and other stakeholders.	✓	
Willingness to take on tasks outside the normal range of duties that add value to the RSM's events and education function.	✓	
Ability to self-evaluate and identify training needs.	✓	

All Post Holders

The post holder must always, when conducting responsibilities and interacting with others:

- Uphold the vision, mission and values of the RSM, and support effective communication and consistent management of RSM policies and procedures throughout the organisation, in particular the Discrimination, Bullying, Harassment and Victimisation policies.
- Adhere to the Society's Health and Safety regulations and ensure the safety of oneself and others on RSM premises and engaged in RSM work, by reporting hazards to a senior manager or taking action (where possible) to remove them.
- Adhere to the Society's Data Protection regulations, using data only as required to undertake the role and handling it appropriately and confidentially.