Events Assistant

Job Description

Contract	Fixed-term position until 26 February 2027, with the possibility of extension
Hours	35 hours per week
Reports to	Events Manager
Line management	None
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.

Job Purpose

The Events Assistant supports the Events Manager to ensure the successful delivery of the Royal Society of Medicine programme of conferences, meetings, lectures and webinars. Working closely with volunteer medical experts, Section leaders and colleagues across the organisation, the role (with the support of the Events Manager) manages the operational delivery of a diverse portfolio of in-person, hybrid and online events from planning through to evaluation.

The Events Assistant reports to the Events Manager and works as part of the Events team, supporting the whole event lifecycle from first brief to final evaluation. The role brings organisation, attention to detail and a warm, professional approach to every delegate, speaker and colleague, and uses data and delegate feedback to help improve what we offer.

Key Outputs and Accountabilities

Event Delivery

- Events delivered successfully across in-person, hybrid and online formats, meeting agreed objectives, timescales and quality standards.
- Event plans, timelines and checklists maintained for each event, with tasks completed to deadline and any risks to delivery raised early with the Events Manager.
- Speaker and organiser logistics arranged, including invitations, briefings, travel and accommodation where needed, so that speakers are well supported and well looked after.
- A smooth, welcoming and professional delegate journey, from registration and joining instructions through to on-site support and post-event follow-up.
- Printed and digital event materials, such as programmes and signage, prepared with designers and ready to deadline.

- Events that are accessible and inclusive, with delegates' access and dietary requirements recorded and met.
- Confident on-site support at events, including some evenings, early starts and weekends.

Financial Management and Suppliers

- Event budgets monitored accurately, with variances flagged early to the Events Manager.
- Delegate payments, purchase orders and supplier invoices processed accurately and on time.

Data, Reporting and Evaluation

- Accurate event records, delegate lists and payments maintained within the CRM and event management systems.
- Delegate feedback collected and evaluated, with lessons learned captured and shared so that each event improves on the last.

Risk, Quality and Compliance

- Events delivered in line with RSM service levels, governance and quality 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 established with Section officers, speakers, delegates and colleagues.
- Section officers and organisers kept informed through timely and professional communication on logistics, registrations and attendance.

Promotion and Communications

- Event information and content provided to Marketing and Communications on time, and events content on the RSM website kept accurate and up to date.
- Delegate communications, including confirmations, joining instructions, reminders and follow-up, sent accurately and on time.

Innovation and Improvement

- Ideas for improving processes, tools and the delegate experience contributed, with new technology trialled where it adds value and environmental sustainability considered in event planning.

Team and Organisation

- Colleagues supported and events cover provided during peak periods and absence, so that no event is put at risk.
- Own development actively managed, with training needs identified and discussed with the Events Manager.
- 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		
Experience of delivering conferences, meetings, webinars or events from planning through to evaluation.	✓	
Experience of event administration, including delegate registration, speaker liaison and on-site support.	✓	
Experience of booking and working with venues and suppliers such as AV, catering, design and print.	✓	
Experience of monitoring event budgets and processing payments and invoices accurately.	✓	
Experience of working in a membership organisation, charity or healthcare environment.		✓
Experience of working with volunteers, organising committees, or senior or clinical stakeholders.		✓
Technical Skills		
Experience of using CRM, registration or event management systems.	✓	
Ability to use Microsoft Office software, including Word, Excel and PowerPoint.	✓	
Confidence using online meeting and webinar platforms to support online and hybrid events.	✓	
Experience of working with event apps.		✓
Ability to use data and delegate feedback to suggest improvements.		✓
Interpersonal and Communication Skills		
Strong organisational skills and attention to detail, with the ability to work on multiple events and meet deadlines under pressure.	✓	
Excellent written and verbal communication, with a warm, professional approach and excellent customer service.	✓	
Ability to use initiative, anticipate problems and raise concerns early.	✓	
A good team player who builds positive relationships with colleagues, Sections, speakers and delegates.	✓	
Willingness to work some evenings, early starts and occasional weekends.	✓	
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.