

Job Title: Events Co-ordinator

Reports to: Head of Marketing and Development

Main Purpose of Job

To deliver a portfolio of events that include workshops, CPD courses, conferences, awards ceremonies, online learning and CDN's showcase events – both at CDN's premises and external venues. The post holder will work with internal colleagues and external stakeholders and customers to ensure that programmes are developed and all events run to the highest professional standards.

Key Responsibilities

- Design and deliver high quality events, meetings, workshops, online events such as webinars, conferences, awards ceremonies and CDN's showcase events
- Create events programmes and liaise with speakers
- Secure and book suitable venues and negotiate favourable contract terms
- Manage, maintain and update CDN's events system
- Update CDN's website as required
- Responsibility for all events management logistics
- Manage suppliers, handle client queries and troubleshoot on the day of the event
- Manage room layouts and the running order of activity
- Ensure all internal and external delivery complies with CDN policies, insurance, legal, and health and safety obligations.
- Work closely with marketing and development colleagues to promote and monitor the success of events
- Maintain accurate database/CRM information
- Prepare images and create graphics using relevant software as required
- Proofread all content and events related publications
- Prepare and disseminate post-event surveys and evaluations
- Respond in a timely manner to all enquiries from internal and external customers
- Ensure compliance with food safety management system Hazard Analysis Critical Control Point (HACCP)
- Prepare online and print delegate packs, badges and registration sheets as required
- Monitor and manage project costs (e.g. raising purchase orders)
- Support the Head of Marketing and Development by undertaking development related work and activities
- Assist colleagues during busy periods and provide cover as required
- Provide a friendly welcome to customers and stakeholders to CDN and its events
- Provide excellent, solutions-focused customer experience.

In addition to the duties and responsibilities noted above, the post holder will have other duties and responsibilities which will enable CDN to fulfil its purpose.

On occasion, business demands will require travel to external venues, out of hours work and overnight stays.

Person Specification

Role: Events Co-ordinator

Qualifications	<ul style="list-style-type: none"> • Minimum SCQF Level 8 (HND or equivalent) relevant qualification or equivalent experience
Experience	<ul style="list-style-type: none"> • Successfully co-ordinating and supporting events and conferences • Positive team working • Working accurately to tight deadlines, with a good deal of autonomy • Communication with a diverse range of internal and external customers
Knowledge	<ul style="list-style-type: none"> • Using Office applications, events management software (training will be provided) • Event management processes
Key Skills	<ul style="list-style-type: none"> • Excellent communication skills • Excellent customer service skills • Attention to detail • Strong planning, co-ordination and prioritising skills • Excellent team working skills
Qualities	<ul style="list-style-type: none"> • Self-confidence and personal drive • Friendly • Solutions focused and creative • Passionate about quality standards in delivering services to customers to ensure an excellent customer experience • Confident when working with autonomy and as part of a team