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| **Role title:** | Virtual Event Co-ordinator and Technician  | **Responsible to:** | Operations and Delivery Lead |
| **Division:** | Business Development & Engagement | **Department:** | Risk Prevention  |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Risk Prevention Operations & Delivery  |
| **Scale:** | $0 People$0 Budget$0 Income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Sales/Marketing/Communications |

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| **Overall Role Purpose** |
| The purpose of the role is to to serve as a technical and virtual event production expert resource for Risk Prevention and the wider organisation. The position will support the organisation and hosting of MPS’s virtual events globally offered to both individual members and groups, as well as commercial clients with a focus on managing the planning, implementation and production of large-scale virtual events. Key responsibility includes the organisation, execution and rollout of virtual delivery training to key members within the organisation.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Organise and host virtual events to brief within time and budget
* Train and support other MPS staff in hosting virtual events
* Support Risk Prevention to deliver on the overall corporate strategy and business performance.
* Support the delivery of the Risk Prevention strategy to plan, cost and quality.
 | * Delivery of activity and projects to plan
* Experience of members/participants
* Success hosting including presentation, logistics and technical
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| **Financial*** Deliver against the Operations and Delivery team budget, ensuring efficient and effective operations

  | * Operational budget Vs Plan
* Member numbers Vs plan
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| **Members/Internal and external clients/stakeholders*** Delivery of timely and accurate communication and service
* Effective handling of participant feedback and complaints with escalation as required
 | * Net promoter score
* Participant evaluation scores
* Client satisfaction scores
* Registration and participation rates in RP offerings
* Presenter feedback
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| **Risk*** Contribute to the identification of risks and issues within Operations and Delivery to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Comply with appropriate business processes, policies and regulatory requirements (as applicable).
 | * Risk Self-Assessments
* Completion of, and adherence to, compliance modules
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| **Responsibilities (RACI)** |
| * Build capability within MPS staff through and training and ongoing support to deliver virtual events using required hosting platforms including:
	+ facilities and technical pre event checks with presenters, and third parties/clients where applicable
	+ live event hosting
	+ technical troubleshooting throughout event including platform issues, presenter and participant issues
* Coordinate Risk Prevention virtual event planning, logistics and hosting of educational activities.
* Provide technical delivery support for live virtual events. Delivery at live virtual events is often required after standard business hours with potential for 2-3 week nights on average with 2-3 hours duration per event. Delivery may be undertaken from home.
* Collaborate with event commissioner and/or project manager to project lead the Operations and Delivery team on large scale, complex and one-off virtual events
* Work with internal and external clients and stakeholders to organise educational activity
* Commission educators, presenters and other event resources to meet requirements
* Respond to enquiries in a timely and efficient manner, escalating issues of concern as required
* Analyse and report on activity success with recommendations for improvement
* Manage expenses within budget and arrange invoicing
* Ensure accurate and current data within the CRM
* Provide statistical analysis and reports as directed
* Develop and share best practice
* Contribute to the department’s continuous process improvement and documentation of policies and procedures
* Undertake other duties and tasks that from time to time may be allocated to the role holder appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * Not applicable
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Ability to communicate effectively and professionally with members, colleagues, presenters and clients
* Virtual event coordination and hosting
* Live event technical issue problem solving
* Event hosting platform user knowledge
* Database/CRM management
* Well-developed written and oral communication with high attention to detail
* Demonstrated ability to work collaboratively as part of a team
* Lateral thinking to identify issues and areas for continuous improvement
* Data analysis and reporting
 | * Event coordination within a medium to large organisation
* 3 years’ experience in autonomously planning and hosting event activities, including through virtual delivery
* Independently delivering technical support for virtual live events
* Customer service
* Demonstrated ability to work under pressure while coordinating multiple tasks
* Working in a commercial event management or training company
* Training internal teams in virtual delivery
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| **Desirable** | * Qualifications or demonstrated working knowledge in events management, marketing, business administration or equivalent
 |  | * Project management
* Client management
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