# Job description

Job title: Senior Events Co-ordinator

Reporting to: Events Manager

## Building disability-smart organisations

Business Disability Forum is the leading business membership organisation in disability inclusion. We are trusted partners, working with business, Government and disabled people to improve the life experiences of disabled employees and consumers, by removing barriers to inclusion.

* We work with over 600 members employing around 20% of the UK workforce and an estimated 8 million people worldwide.
* We advise, support and encourage businesses (many of them global) to become more disability-smart.
* We influence policymakers by representing the voice of employers, disabled employees and consumers.
* We provide evidence-based thought leadership on how business affects the lives of disabled people.
* We help effect changes in business practices, products, services and policies that positively impact the life experiences of disabled people, and also benefit business.

**Our values:**

* **Purposeful** – we are focused on removing barriers to disability inclusion.
* **Evidence-based** – we are informed and driven by unique insights from our membership.
* **Respectfu**l – we are supportive and approachable.
* **Pragmatic** – we find practical solutions that business and Government can implement.
* **Responsive** – we are constantly evolving to meet our Members’ and Partners’ needs.
* **Bold**– we are thought leaders who are not afraid to challenge.

## Job purpose:

To co-ordinate and deliver a programme of assigned in-person and online events for BDF Partners and Members.

## Key tasks and responsibilities:

* Deliver a programme of assigned events in collaboration with the Director of Legal & Content & the Events Manager.
* Feed into a budget with the Finance Director, Director of Legal & Content & Events Manager and ensure that the budget is met or exceeded in terms of revenue generation for each assigned event.
* Supervise the Events Assistant
* Bring creative flair and innovation to assigned events to ensure that BDF events continuously improve and remain cutting edge.
* Feed into the design of each assigned event in collaboration with Director of Legal & Content & Events Manager by seeking ideas from appropriate internal and external stakeholders and knowledge holders.
* Liaise with event sponsors as required to ensure that the requirements of the sponsor is met for each assigned event.
* Co-ordinate a robust project management process with the Events Assistant to ensure that all assigned events are delivered on time and with appropriate quality control measures in place.
* Lead the after-action review process and other relevant feedback for assigned events to continuously improve and deliver better future events.
* Co-ordinate the “host search” process, to find and secure suitable venues for our events whilst ensuring this is also a valuable experience for the host organisation.
* Co-ordinate the on-site “Venue Access Checks” process directing the Events Assistant as required ensuring all BDF events are fully accessible.
* Support the Events Assistant to maintain excellent relationships with speakers and trainers including setting deadlines for the receipt of materials and arranging travel and accommodation where necessary.
* Ensure that materials of assigned events e.g., banners, digital and printed materials are produced in an accessible format and are available to delegates and speakers on time.
* Collaborate with the Creative Designer and Marketing Assistant to ensure all artwork and video content is accessible and created to market the event, for delegates at the event and for post event promotion.
* Support the Events Assistant to ensure all delegate dietary and access requirements are met in a sensitive and timely manner.
* Attend and co-ordinate assigned events ensuring that delegates receive the highest possible standard of customer service.
* Support the Events Assistant to coordinate BSL and live caption suppliers across all events.
* Source and book suppliers for all assigned events e.g., catering, AV, staging and photography.
* Direct and support, where necessary the Events Assistant in setting up any Audio Visual event elements on site, as required.
* Collaborate with the Marketing Manager and contribute to the marketing of events.
* Supervise the Events Assistant to keep a record of relationships with members – e.g. contact correspondence on Salesforce CRM.
* Proof read invitations and other copy as required.
* Network with Members, Partners and other delegates at assigned events and act swiftly to respond to opportunities.

## Other:

* + Build productive and professional working relationships internally with BDF staff, and externally with Members, Partners, and other stakeholders.
	+ Take part in personal continuous improvements activities as required.
	+ Update and maintain accurate records on SalesForce.
	+ Complete, agree with manager, and maintain Objectives and Key Results (OKRs) on a set company wide basis.
	+ Be familiar with, and at all times adhere to, BDF policies, procedures and values as set out in the Staff Handbook.
	+ Promote and comply with BDF policies on equality and diversity both in the delivery of services and in working relationships and treatment of others.
* Any other duty as may be assigned that is consistent with the nature of the job and its level of responsibility. Any changes will be made in consultation with the post holder.

## Line management responsibilities:

None

## Working contacts

### Internal

* Director of Legal & Content.
* CEO
* Finance Director
* Head of Content
* Head of Membership
* Director of Operations
* Technical Writer & Editor
* Creative Designer
* Digital Marketing Manager
* Communications & Marketing Officer.
* Head of Media & Communications
* Senior Disability Business Partners
* Disability Business Partners
* Director of Policy & Research
* Advice Service Manager
* Taskforce Leads

### External

* Members & Partners.
* Event delegates.
* Suppliers and partners.
* Associates and other speakers.

# Person specification

We assess how candidates and post-holders meet the criteria through: application (A), interview (I) or testing (T). We may assess your suitability for the role through one or more of the aforementioned (A), (I) and/ or (T). Adjustments will be made for all candidates throughout the recruitment process.

## Experience

### Essential:

* Demonstrable experience of independently co-ordinating all logistics of in-person and hybrid events from inception to completion (A, I &T)
* Experience of online event design and delivery (A, I & T).
* Experience of working with a wide variety of people at different levels, both internally and externally, in order to develop high quality events (A, I & T).
* Working on a number of events and projects at the same time (A & I).
* Working in an office environment and as part of a team or equivalent (A, I & T).
* Solid technical understanding of event AV elements (A, I & T).
* Experience in a customer/client facing environment or similar (A, I & T).
* Supervising less experienced colleagues (A, I & T).

### Desirable:

* Experience of event content creation (A, I & T).
* Working for a non-profit making organisation or equivalent (A & I).
* Monitoring expenditure against an allocated budget.

## Skills

### Essential:

* Ability to develop solutions to a specific brief (A, I & T).
* Ability to identify areas of opportunity, such as new event ideas and to identify the relevant key messages from each subject (A, I & T).
* Ability to work under own initiative. (A, I & T).
* Ability to monitor event quality control and provide excellent customer service and care (A, I & T).
* Ability to work with a wide variety of people, at different levels from suppliers to CEOs (A & I).
* Ability to pay close attention to detail and have high levels of accuracy.
* Able to identify and respond quickly to problems and challenges through the event management process (A, I & T).
* Manage relationships with outside agencies e.g. AV providers, sign language interpreters, etc (A, I & T).
* Strong administrative skills (A, I & T).
* Excellent interpersonal skills (A, I & T).
* Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook) (A, I & T).

### Desirable:

* Negotiation skills (A, I & T).
* Advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook (A, I & T).

## Knowledge and attributes

### Essential:

* An understanding of the principles of event design (A, I & T).
* Demonstrate an understanding of disability issues and equal opportunities (A, I & T).
* Able to travel within the UK, including overnight travel where necessary (A & I).
* Able to work outside UK office hours to deliver morning and evening events and events in different time zones (A & I).
* Flexible approach to work (A, I & T).
* Friendly and approachable with a genuine desire to help others (A, I & T).
* An understanding of the principles of events marketing (A, I & T).
* An understanding of UK business including the different roles of public, private, government and voluntary sectors (A, I & T).
* An interest in accessibility (A, I & T).

## Equal opportunities

We are committed to becoming disability-smart and an employer of choice irrespective of race (which includes colour, nationality and ethnic or national origins), sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity. The ethical and business case of ensuring that our workforce is representative of wider society is at the heart of what we do. **When we are recruiting, disabled candidates who meet all of the essential criteria will be offered an interview.**

# General Terms and Conditions of Employment

## Based:

We are a hybrid workforce. The postholder is required to come into the office at least one day per week to work with the team. The office is based at Business Disability Forum, Dowgate Hill House, 14-15 Dowgate Hill, London EC4R 2SU.

## Hours:

Our working hours are 9am-5pm (Monday – Friday), 35 hours a week. We offer opportunities for flexible working including variable start and finish times.

## Length of contract:

* Permanent.

## Salary:

* £35,000 to £37,000

## Probationary period:

* Six months.

## Annual leave:

* 25 days per annum plus statutory and bank holidays (usually 33 days in total).

## After 3 months:

* Workplace Pension Scheme 8% of gross salary.

## After 6 months:

* Permanent Health Insurance.
* Group Death in Service (Life Assurance 3 x Annual Salary).
* Private Medical Scheme, or
* Private Medical Cashback scheme
* Employee Assistance Programme.

## Accessibility statement

Business Disability Forum is committed to ensuring that all its information, products and services are as accessible as possible to everyone.

If you wish to discuss anything in regard to accessibility or if you require alternative formats, please contact Barnaby Powell:

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