

JOB DESCRIPTION



Job Title: Events Manager
Department: Communications & Engagement
Faculty/Professional Service: Central Services
Location: London
Reports to: Executive Assistant Business Support Manager
Full Time/Part Time/Casual: Full Time
Grade: Grade 5
Overall Purpose of the job: <ul style="list-style-type: none">• Manage and deliver a world-class and sector-leading portfolio of annual events to support LSHTM's Strategy to both internal and external audiences• Support the management of events organised by others through the development and maintenance of an event toolkit resource showcasing best practice and where necessary in line with the evolution of organisational needs• Manage the Events & Marketing Coordinator
Event Management: lead on all aspects of strategic internal and external event delivery, including planning, budgeting, registration, venue booking/virtual platform set-up and management, staffing, audio-visual and IT needs, catering requirements, and evaluation. Ensure delivery of the highest standards of quality, meeting budget targets, appropriate allocation of project time and on deadline. Strategic events include: graduation ceremonies; flagship lecture series; multi-day conferences/workshops; core staff engagement activities such as the annual staff festival. Deliver these multiple concurrent events with creativity, flair, imagination and a solid grasp of logistics, in line with LSHTM policy and procedures
Support for Event Management: To work closely with staff across LSHTM to support their events and VIP visits and to provide an event toolkit for LSHTM staff and students to run their own regular events. To ensure the Event & Marketing Coordinator provides a high-quality service and manages their own portfolio of events.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

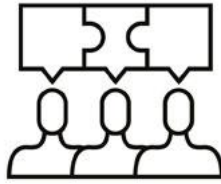
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



Act with integrity



Embrace difference



Work together



Create impact

Main Duties and Responsibilities
<p>Communications</p> <ul style="list-style-type: none"> • Explain to non-specialist staff members the importance of understanding event objectives and developing and following an event plan • Offer support to staff members through the use of templates for event management; each event may require a slightly different approach • Convene and lead appropriate teams for event planning and delivery • Ensure that all events are branded appropriately • Build and maintain effective relationships with all stakeholders internally and externally, including event planning groups, speakers and suppliers/internal departments such as estates/ H&S/ AV-IT. • Ensure all events meet key objectives to engage priority audiences • Maintain an action tracker for weekly and monthly team meetings
<p>Teamwork and Motivation</p> <ul style="list-style-type: none"> • Manage the Event & Marketing Coordinator to ensure delivery of professional events support • Motivate other team members in event planning and management; this includes other Communications & Engagement team members, various professional services staff and ad-hoc event planning project teams • Provide leadership and direction on event management all strategic events.

Networking

- Work collaboratively with colleagues across LSHTM to ensure the effective delivery of events - in particular championing our programme and strategic objectives and building and maintaining mutually collaborative relationships across the organisation
- Work with colleagues who manage communication channels to promote events

Service Delivery

- Show flexibility in responding to requests for advice or information on events
- Consistently and effectively promote the School and its offering to external audiences, through a professional event management service
- Set and maintain high levels of event management, ensuring that all members of School teams involved with events are fully briefed and understand their responsibilities
- Set objectives and metrics for each event and analyse performance
- Manage budgets, sign off costs and align with LSHTM policy
- Oversee the work of the Event & Marketing Coordinator
- Ensure all strategic events meet LSHTM policies and procedures, (e.g. health and safety, sustainability, legal, PREVENT)

Decision Making

- Manage own workload, referring decisions where necessary to the Executive Assistant | Business Support Manager for new issues or for broader advice
- Review event booking requests against criteria and provide advice
- Review external speaker forms in line with the policy, escalating as required to management

Planning and Organising

- Organise own work and support that of the Event & Marketing Coordinator to enable the successful organisation of strategic events
- Manage event team budget by forecasting, and keep on track by reviewing monthly spend

Initiative and Problem Solving

- Anticipate and resolve potential problems associated with event management
- Remember at all times the importance of the School's reputation when managing events
- Suggest ways to improve the event management service
- Develop and propose ideas to enhance current 'strategic priority' events or introduce new 'strategic priority' events

Analysis and Research

- Set up and follow standard procedures for obtaining and assessing information; this includes customer satisfaction surveys after events, checklists, meeting note templates and event planning forms
- Maintain records of School events as required for statutory data returns (e.g. HESA)

Team Development

- Offer sound and knowledgeable advice, support and guidance to colleagues on event management for all strategic events

- Lead by example and provide guidance, support and development to the Event & Marketing Coordinator supporting them to manage their own projects

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Higher education to degree level or professional training, or equivalent knowledge through experience in event management 	E
	<ul style="list-style-type: none"> Evidence of continuing professional development including regular attendance on internal and external study programmes 	D
Experience	<ul style="list-style-type: none"> Experience of promoting excellence in planning and organising events and also in offering support to other organisers of events, including the setting of service standards and monitoring of performance 	E
	<ul style="list-style-type: none"> Demonstrable experience of effective procurement and budget management and control in event management, including achieving annual targets 	E
	<ul style="list-style-type: none"> Experience of managing and coordinating resources, including the management of staff 	E
	<ul style="list-style-type: none"> Experience in drafting, preparing and proof-reading event materials e.g. audience surveys, briefings, operational plans 	D
Knowledge	<ul style="list-style-type: none"> Understanding of the Higher Education and health sector 	D
	<ul style="list-style-type: none"> Use of IT packages, database management skills and knowledge of online event booking systems, and event streaming technologies including zoom 	E
	<ul style="list-style-type: none"> Demonstrable knowledge of negotiating and working with external and third party suppliers 	E
	<ul style="list-style-type: none"> Sound understanding of LSHTM's offer and those of competitors 	E
General	<ul style="list-style-type: none"> Collaborative, flexible and professional approach with the ability to work well and effectively with all colleagues and students 	E
	<ul style="list-style-type: none"> Commitment to equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and backgrounds 	E

	<ul style="list-style-type: none"> • Multi-tasking; ability to have several event management projects on the go at any one time and experience of developing and managing their own workload 	E
	<ul style="list-style-type: none"> • Flexible approach: willingness to work outside normal office hours, to ensure good management of events 	E
	<ul style="list-style-type: none"> • High level of attention to detail 	E
	<ul style="list-style-type: none"> • Excellent customer service and organisational skills 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: June 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 5 scale in the range £38,282 - £43,947 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications but due to the salary range for this role not meeting the general salary threshold, only applicants under certain circumstances may qualify for sponsorship for this role. Please refer to the details on the Skilled Worker visa pages to check if you are able to be paid below the [general threshold](#). Please indicate this in your application and proceed if you are able to meet the requirements.

Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).