

Main areas of responsibility

Execution of exceptional events:

- take end-to-end responsibility for key conferences, inclusive of full project management
- coordinate with advisers and business leaders to seamlessly deliver best-in-class digital, face-to-face and hybrid conferences
- comfortable prepping and briefing event speakers/advisers on how to deliver the very best possible session and ensure attendees are engaged
- own conference and sponsorship update meetings ensuring tasks are completed and problem-solving areas of concern
- be the conference lead and first point of contact (including first-line technical support) for speakers, advisers and delegates for all conferences
- provide outstanding customer support for delegates queries and issues, either face-to-face, on the telephone and by email

Ownership of annual sponsorship and exhibitor calendar:

- responsibility for the planning, implementation and management of event sponsorship
- working with key stakeholders to identify and plan sponsorship activity in-line with income targets
- leading the events team in the capture, maintenance and enhancement of the sponsorship and exhibitor library
- work closely with key companies to exceed their expectations and secure multi-event bookings
- in conjunction with the brands team, deliver outstanding digital marketing materials that highlight all opportunities available
- be the voice of exhibitors to ensure that they are getting good value for their investment

Person specification

Experience and knowledge:

- experience working in an event and/or conference environment - essential
- knowledge and experience of using a variety of digital delivery platforms - essential
- management of conference budgeting and invoicing - essential
- end-to-end experience in planning and managing outstanding conferences and events - essential
- experience of using databases and inputting information accurately - essential
- working across multiple, simultaneous events whilst delivering an excellent customer service – essential
- an interest or knowledge of the education sector - desirable
- capable of working independently and remotely with minimal supervision - desirable

Skills and abilities:

- good communication skills, both verbally and in writing, with the ability to effectively convey information to audiences at all levels – essential
- an eye for detail and able to demonstrate due diligence – essential
- strong time management skills and able to prioritise workload in line with deadlines – essential
- the ability to build effective relationships internally and externally – essential
- able to collaborate effectively with cross functional teams – essential
- proficient with Microsoft packages - desirable

Personal Qualities and behaviours:

- a willingness to learn and a proactive approach – essential
- an enthusiastic person who is organised, and diligent – essential
- a passion for providing the very best customer experience – essential
- organised with an extremely high attention to detail – essential
- calm under pressure and approachable – essential
- highly motivated, resourceful, and deadline driven – essential

This role requires flexibility to travel to events therefore the ability to attend events is essential to the role.

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regards to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Sarah Dobbs on 01438 567172.

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV along with a cover letter to include responses to the following questions:

1. Provide an example of when you have worked on multiple events/ conferences detailing the processes managed, audience size.
2. What digital delivery platforms have you worked with or are familiar with along with the proficiency level?
3. As this is a customer centric role, please provide an example of when you have delivered excellent customer service.
4. Provide an example of when you have had to work under pressure to meet tight deadlines whilst maintaining attention to detail and how you facilitated this.

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

For recruitment queries, our Central Recruitment Team can also be contacted on the hfl.recruitment email address above.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

Closing Date: 5th September 2022 at 9am

First stage Interview Date: 14th September 2022 via Microsoft teams

Final Stage Interview Date: week commencing 19th September 2022 in Stevenage.