

Events and Engagement Coordinator

Location: London (2 days a week) and from home - Hybrid

Job Purpose:

The Events and Engagement Coordinator will join a small dynamic HIS staff team to support the planning and delivery of the HIS events and training programme (both online and face-to-face), manage the membership database and member communications, and take overall responsibility for maintaining content of the HIS website and social media channels. The post-holder will also be responsible for managing internal events and meetings and will be the main point of contact for general emails and telephone enquiries to the Society.

Deliverables	Activity may include...
<p>Event management Planning and delivery of an agreed programme of events and training courses</p>	<ul style="list-style-type: none"> • Delegate liaison, speaker liaison, venue logistics (face-to-face events), updating budgets, event marketing and communications and post event follow ups • Creation and maintenance of HIS website content in relation to events promotion and booking • Creating templates and marketing material to aid the delivery and promotion of events and courses • Attending and ensuring the smooth-running of events on the day and staffing the registration desk (face-to-face events) • Setting up online events in the Zoom platform • Providing technical support to convenors, trainers and participants prior to and during online webinars, events and training courses. • Organising internal HIS events and meetings including venue booking (if required), ordering catering and monitoring attendance • Full organisation and minuting of the quarterly HIS Council meetings and AGM
<p>Communications Overall responsibility for the his.org.uk website content and social media channels</p>	<ul style="list-style-type: none"> • Using the Umbraco content management system to make changes to the content and imagery of the website • Carrying out regular audits to ensure content is up to date and accurate • Producing monthly statistical reports for the internal team meetings • Developing and executing a social media strategy for the society, particularly the Twitter and LinkedIn accounts • Monitoring Twitter accounts of relevant external organisations to keep abreast of activities within the sector • Developing graphics for use on the HIS website and social media using InDesign
<p>Membership administration Day-to-day management of the membership database and member communications</p>	<ul style="list-style-type: none"> • Daily approval of new and renewing members and ensuring eligibility • Dealing with telephone and email enquiries regarding membership eligibility, member benefits and payment • Collating content, designing, and sending out members' news emails
<p>Team support</p>	<ul style="list-style-type: none"> • Carrying out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.
<p>Continual personal professional development of competency, knowledge and skills</p>	<ul style="list-style-type: none"> • Participating in training to develop skills, knowledge and service standards. • Seeking and acting upon feedback from colleagues

Support compliance, safety and security commitments through adherence to and championing of policy, procedures and development requirements	<ul style="list-style-type: none"> • Ensuring adherence with IT and data handling policies, of self and by the team. • Keeping up to date with procedural, technical and IT developments relating to the job • Always ensuring that you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards
Reporting to	Head of Membership and Professional Development
Person Specification	Essential, unless otherwise stated
Education and experience	<ul style="list-style-type: none"> • Educated to A' level standard or equivalent • Demonstrated experience of working in a similar role or a learned society • Demonstrated experience of event management including online meetings and events • Experience of committee work including taking detailed minutes and follow up actions (desirable)
Any other requirements	<ul style="list-style-type: none"> • Understanding of and commitment to equality, diversity and inclusion • Knowledge of compliance, specifically as it relates to data protection • Willingness to travel and stay away from home on occasion and overnight • Willingness to work outside of office hours when event management duties dictate
Technical Competencies	<ul style="list-style-type: none"> • Demonstrated experience of running online meetings and webinars in Zoom (or similar platform) • Experience of managing social media channels • Knowledge of working with CRM/customer database systems for membership and event management (desirable) • Competent in the use of Microsoft Office suite, ability to understand logical processes
Competencies	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills - written and verbal • Task-driven self-starter, with good time management, attention to detail and the ability to manage own workload • Excellent administrative and organisational skills • A proven track record of delivering a high standard of customer service • Excellent telephone manner • Proven track record of producing work accurately and to a high standard whilst under pressure, with emphasis on attention to detail whilst working to deadlines • Ability to work as a key and supportive member of a flexible team

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