



LONDON CHAMBER OF COMMERCE AND INDUSTRY (LCCI)

JOB DESCRIPTION

Job title: Event Co-ordinator
Reporting to: Head of Events
Team: Events
Contract: Permanent
Hours: 35 hours per week

About London Chamber of Commerce and Industry

London Chamber of Commerce and Industry (LCCI) is London's key hub for the business community, we support members' businesses through a range of services, advocate on behalf of London's business community in the most important forums of policy debate, and promote 'Global London' as the best city in the world to do business – whether that's to trade, invest, learn, or find new commercial partners.

We work to accelerate the growth of our members by providing valuable support, facilitating new business connections, and leveraging our network to generate greater shared prosperity for London.

About the Events Team

The Events team is accountable for the critical delivery and operation of the Chamber events programme. This includes events required to service the needs of multiple functions and their stakeholder clients including CEO, Policy, Partnerships, Community and Member Relationships and International (excluding physical trade missions). The events programme is diverse and multi faceted by nature and includes influencing events, private lunches/dinners, networking, corporate hospitality, webinars, briefings, trade shows and training delivered through a wide variety of digital and physical event platforms.

Purpose of the Role

The Event Co-ordinator supports the Events team providing administrative and operational support to enable the first class delivery of the events programme.

Key Responsibilities

Undertake Administration of Events

- Contact delegates by telephone to resolve queries
- Issue joining instructions, receipts, links to event, table plans and final event information
- Chase up outstanding invitations to speakers, guests and other parties
- Liaise with sponsors to make arrangements as required
- Assist with preparations during and after the event
- Compile and produce guest badges, guest lists and speaker profiles, post event surveys and emails
- Undertake other administrative duties as required

Event Process and Data maintenance

- Create events on CRM and Events Booking Engine and ensure all data fields are updated and maintained. Liaise with internal colleagues to ensure all procedures are followed
- Process receipts, invoices and refunds for events and correspond with delegates as required
- Manage the verification process and check guest lists against booking forms with the Event Executive and Events Managers
- Set up events on digital platforms

- Run Event Management reports and finance reports as required
- Assist in CRM and online booking engine development to improve the user experience or to automate processes

Comms/Website/Community Platform

- Co-ordinate promotional mailings, mail merges and update delegate records
- Proof read virtual and printed materials
- Manage and update the calendar for LCCI run events
- Ensure the intranet is maintained and updated

Innovation and process improvement

- Identify improvement opportunities for the user experience and process automation
- Manage the automation of processes wherever possible to reduce administration and improve effectiveness

General

- Attend events and assist with set up, registration of guests and provide support to the Event Executive and Event Managers
- Pass potential leads to Head of Partnerships
- Deliver first class customer service contact by phone, email and in person accurately, professionally and appropriately
- Comply with LCCI's policies and procedures, including use of data and databases and event management systems in relation to data protection
- Observe the quality standards of events and contribute to their continuous improvement
- Work with the Head of Events to create a shared commitment to the success of LCCI and undertake other duties as required

General Responsibilities

- Resolve service delivery issues and complaints quickly and effectively in accordance with Chamber policy, recommending improvements and escalating where appropriate
- Ensure processes and activities are fully compliant with Chamber protocols and legislation including data protection and marketing communications
- Reflect the LCCI's values, demonstrating high levels of professional performance and behavioural standards, always seeking continuous improvement
- Demonstrate flexible and adaptable approach to business needs at any given time
- Contribute to a motivated, respected and highly knowledgeable team of professionals focussed on overall success of the team and the Chamber
- Undertake any other duties as requested by the Head of Events

Skills and Aptitudes

Essential

- Previous experience of working on business focussed events
- Ability to multi- task
- Ability to work well within a team as well on own initiative
- Accuracy
- Acute attention to detail
- Customer focussed
- Drive and pro-activity
- Excellent telephone manner
- Flexible approach with an ability to work under pressure and prioritise without supervision
- Proficient with Microsoft Office
- Solid administrative skills and highly organised
- Solid database skills
- Strong interpersonal and communication skills
- Strong time management and prioritisation with perspective
- Strong written and verbal communication skills

- Team player
- Working unsociable hours

Desirable

- Experience of Microsoft Dynamics
- Good understanding of London and its business community
- Understanding of the Chamber environment and movement
- Experience of website management and online services

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