

## JOB DESCRIPTION

**Job title:** Event Manager  
**Reporting to:** Head of Events  
**Contract:** One Year Fixed Term Contract  
**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 are the champions of London's business community. We are the capital's critical commercial and policy connector and a force multiplier that generates greater shared prosperity for London and the whole of the UK. We strive to make London the exemplar for sustainable economic growth and promote London as the best city in the world for business, trade and investment, putting Global London at the heart of the new Global Britain.

LCCI is the very centre of London's business community, we support our members, make connections to spark new opportunity, and champion the needs and interests of London businesses at home and abroad. We work tirelessly to connect our members with new opportunities for trade, investment and partnership around the world, all in the service of shared sustainable prosperity.

### 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, Patron and CMR. 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 Head of Events allocates events and groups of events across the department and the Events Manager is responsible for the successful delivery of their allocated events to meet the objectives of their stakeholders. Sectors and groups include Property & Construction, AI/Tech, Business Development & Support, Policy and Business Owners Club. Requirements will be diverse and may include training courses, business clinics, briefings, round tables, lunches, seminars, receptions and networking through a range of digital and physical event platforms. This will include end to end delivery including originating the event concept and content, designing and implementing promotional activities; sourcing venues, high quality speakers and suppliers and running the event on the day.

### Key Responsibilities

- End to end delivery of events as agreed with the Head of Events, ensuring the needs of internal clients and delegates are fully understood, developing the event accordingly and acting as the principal contact
- End to end event management including use of digital platforms and venues as required, management of caterers, speaker selection, guest invitations, guest management, research and create event content, post event communications and reporting
- Agree and implement event ticket prices

- Research and recruit high profile and relevant speakers for events and provide support as required
- Develop and implement marketing event plans (including writing copy, use of social media, London Business Matters, bespoke e-shots etc). Maintain and update events pages on the website, community platform and intranet
- Compile estimated and actual event budgets and provide management reports to the Head of Events
- Maximise use of the online events booking engine and ensure event and delegate information is correctly tracked and event data is well maintained. Produce reports on events outcome
- Provide support, training and coaching for internal and external hosts and departments where required
- Co-ordinate internal staff at events by planning and chairing pre and post event briefing sessions
- Work collaboratively with the Head of Partnerships to ensure all sponsorship and partnership opportunities are maximised and that sponsorship and partnership agreements are met
- Proactively identify opportunities for improvement and promote these to the Head of Events
- Ensure compliance with LCCI's policies and procedures
- Set high levels of professional performance and behavioural standards for and lead by example
- Contribute to a motivated, high performing Events team focussed on overall success of the events programme
- End to end ownership of processes including administration where appropriate
- Undertake other duties as required by the Head of Events

### **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

### **Required Skills and Competencies**

#### **Essential**

- Proven track record of developing and delivering business focussed events from conception to completion
- Demonstrable experience of online and physical events solutions. Confident with digital processes and delivery of live streaming and hybrid events
- Experience of managing and delivery of budgets
- Solid marketing, promotion and database skills
- Collaborative relationship builder with strong interpersonal skills
- Ability to build strong and effective internal and external working relationships and able to network confidently
- High levels of written and verbal communication
- Track record of meeting and exceeding goals
- Demonstrable negotiation skills (tact and diplomacy)
- Customer oriented with a focus on continuous improvement
- Highly organised with proven planning, time management, multi-tasking, prioritisation skills and attention to detail
- Ability to make business focussed decisions (rationality/realism)
- Performance oriented, able to work effectively in a team and independently
- Drive and pro-activity
- Creativity and Innovation

- Willing to work unsociable hours
- Proficient with Microsoft Office
- Educated to degree level or equivalent

**Desirable**

- Good understanding of London and its business community
- Experience of managing international events
- Understanding of the Chamber environment and movement

January 2024