



## Role Description

<b>Job Title:</b>	Events Co-ordinator
<b>Reports to:</b>	Events Manager
<b>Line reports:</b>	None
<b>Department:</b>	Education, Training and Events
<b>Contract terms:</b>	12 months fixed term (maternity cover), full time
<b>Salary</b>	£36,065-£37,013
<b>Location:</b>	London-based, with hybrid working

The Royal College of Ophthalmologists (RCOphth) is a membership organisation and the voice of the profession, with over 4,000 members in the UK and overseas. Our role is to champion the specialty, set standards of training and practice, and influence change to make a difference to the lives of patients with eye conditions.

### Job Purpose

As part of the four strong events team, this role is responsible for coordinating the delivery of numerous educational events throughout the year. These events support the clinical and non-clinical skills and professional development of our members as key components of lifelong learning and improvement.

In addition, the role will support the Events Manager in the administration of the showcase Annual Congress as well as the Admissions Ceremony. As part of the team, you will also assist other team members as necessary.

### Main Purpose and Deliverables

- Delivery of the Training the Trainers Courses (TTT) and Certificate of eligibility for Specialist Registration (CESR) Courses.
- End to end event, speaker and customer support specifically for the TTT and CESR events and as delegated for the education and seminar programme.
- Assist in the management of the education and seminar programme as well as the Admissions Ceremony with the Events Manager.
- Management of Congress registration.

### Main responsibilities

- Liaising with the comms team to market events.
- Respond to all enquiries.
- Manage the online course booking process (this includes payments receipts, etc.)
- Send out event information to attendees.
- Produce feedback and collate the information.
- Send out course completion or attendance certificates.

- Book all rooms as required and catering.
- Organise speakers for events, liaising with relevant stakeholders.
- Book the speakers' hotel accommodation.
- Maintain the relevant sections on the College website.
- Maintain the database for relevant faculty and facilitators.
- Maintain, in liaison with each TTT Lead, the material to be used for pre-learning and throughout the courses.
- Check and sign off expenses from trainers attending courses.
- Provide administrative support for Ophthalmic Practitioner (OPT) TTT courses.
- Produce delegate and speaker registers.
- Timely uploading of talks on site.
- Be the main point of contact for speakers and chairs during the event.

#### **Management of Congress registration**

- Responsibility for the management of the Congress registration process, working with the Events Manager to the agreed event delivery schedule.
- Set up prices on the Eventsforce database.
- Update congress website with prices.
- Deal with all queries relating to registration.
- Update delegate records and information on the Eventsforce database.
- Add speaker registration and bulk registrations from sponsors.
- Management of on-site registration during the four days of Congress.
- Supervision of other staff members on registration desk.
- Deal with on-site queries and responding appropriately.
- Develop and send out feedback form, collate feedback and distribute.
- Produce the CPD template and send to all delegates who attended.

#### **Support the Skills Co-ordinator/ Skills and Events Administrator when required**

- To provide support to trainers on skills courses.
- To set up courses in the absence of the Skills Co-ordinator which includes running courses, cleaning up the skills centre and associated duties undertaken normally by the Skills Co-ordinator.

#### **Other duties**

- Assist in the administration of the Admissions Ceremony.
- Some travel is expected, including attendance at events and overnight stays. Working outside normal hours may also be required from time to time.
- Undertake any other reasonable duties as required by the Events Manager or Head of Education, Training and Events.

## **Inclusion and Diversity statement**

RCOphth is committed to encouraging inclusion, equity and diversity among our staff, and eliminating unlawful discrimination, harassment and victimisation by complying with the Equality Act 2010. We want a working environment where individual differences and the contributions of all staff are recognised and valued. To do this, we will proactively tackle discrimination and disadvantage and ensure that no individual or group is directly or indirectly discriminated against for any reason. We expect all employees to champion and live our values through their work at every opportunity.

### **Our values are:**

#### **Inclusion**

- ✓ actively welcoming a diversity of experiences and perspectives
- ✓ everyone being respected and encouraged to participate regardless of their background or role

#### **Integrity**

- ✓ being open and honest, demonstrating accountability in all its work
- ✓ evidenced-based and transparent decision-making, utilising a range of data, information, expertise and experience

#### **Innovation**

- ✓ creating novel opportunities to advance and deliver on its aims, anticipating changing circumstances
- ✓ actively welcoming fresh ideas and approaches
- ✓ fostering a climate of ambition and excellence drawing on expertise from across the College's communities

#### **Improvement**

- ✓ being a learning organisation, reflecting on both successes and mistakes
- ✓ continuous and sustainable development across all its activities

## Person Specification

	<b>Essential Criteria</b>
<b>Knowledge, Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a varied, administrative role</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of the end-to-end delivery of events such as meetings or courses.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of working with a wide range of stakeholders e.g. doctors and suppliers.</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office software</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Good organisational, prioritisation and time management skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent written and communication skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills; the ability to relay key information and handle enquiries</li> </ul>
	<ul style="list-style-type: none"> <li>• Willingness to learn new technical procedures and how to operate sophisticated equipment</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to work well under pressure and on own initiative</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to manage conflicting demands</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> </ul>
	<ul style="list-style-type: none"> <li>• Work with a strong focus on quality of service</li> </ul>
<b>Personal Qualities (Attributes)</b>	<ul style="list-style-type: none"> <li>• Willingness to work flexibly to meet the needs of the department/College, outside of the standard 09:00 – 17:00 hours if required</li> </ul>
	<ul style="list-style-type: none"> <li>• Commitment to equity and diversity and understanding of how this applies to own area of work</li> <li>• Committed to own continuing professional development</li> </ul>

## Staff benefits

We offer a friendly and supportive working environment and make sure our employees are well looked after with a great benefits package, which includes:

Work life balance and family friendly benefits:

- Hybrid working (2 days in the office, 3 from home)
- 25 days of annual leave, increasing to 30 days with length of service (plus bank holidays and office closure between Xmas and New Year)
- 1 day of paid leave to move house
- Enhanced parental leave

Planning for your future:

- Employer pension contributions are double the employees, up to a maximum employer contribution of 12%.
- Life assurance of 4x of base salary

Career development

- All staff are offered opportunities for learning and development, in addition to a comprehensive e-learning package
- Study loans

Travel

- Season ticket loan
- Cycle to work scheme

Wellbeing

- Summer Fridays (staff can finish 90 minutes early from 17<sup>th</sup> July – 31<sup>st</sup> August)
- Enhanced Employee Assistance Programme (with access to free counselling sessions)
- Health cash plan

## How to apply

Please submit your CV and a covering letter (maximum 2-pages) to [staff.vacancies@rcophth.ac.uk](mailto:staff.vacancies@rcophth.ac.uk). The cover letter must explain what makes you suitable for the role. Please use the Job Description for reference.

Interviews will be held at our office in Euston, week commencing **10 June 2024**. Please indicate if you are likely to need any reasonable adjustments to successfully complete this interview.

Applicants must already have the right to work within the UK without restriction. Only shortlisted candidates will be contacted.

The closing date for applications is **29 May 2024**.