

BESS Recruitment Information Pack

Events and Administration Coordinator

21 hours per week - flexible worked over 5 days a week
Fixed Term contract for one year
(with the possibility of becoming permanent)

Salary: c£24k per annum pro rata (c£14.4k for 21 hours)

Location: **Home working** (currently working from home). Some travel required to attend face to face meetings and events with possible overnight stays.

About the British Elbow & Shoulder Society (BESS)

The British Elbow and Shoulder Society was founded because of an increasing interest in shoulder and elbow surgery in the UK in the early 1980s. Since then, we have grown to over 700 members across the UK and beyond. We aim to provide our members and non-members with the opportunity for learning and training in shoulder and elbow surgery/rehabilitation whilst also providing patients with resources to better manage their conditions.

More information can be found at www.bess.ac.uk

Role Summary

The post holder will be responsible for supporting the General Manager in the coordination and delivery of our varied event portfolio, both online and face to face. In addition, the post-holder will also provide the General Manager with general administrative support for day-to-day activities.

Please note:

Closing date for applications - Monday 8 November 2021 by 11.00am

Applications received after this time and date will not be considered.

Interview dates - Scheduled for 12 November 2021

Short listed candidates will be contacted by 11 November 2021. If you have not been contacted by this date, it will mean that your application was unsuccessful.

How to Apply

Please read the profile and specification for the role carefully and demonstrate to us via your covering letter and CV, that you can meet the needs of the role.

What happens next?

- **Short listing**

After the closing date we will shortlist all applications. The short-listing process will assess the information you provide on your skills and experience against the contents of the role profile and specification.

- **The Interview**

The interview process is an opportunity for you to highlight your skills and experiences and to demonstrate how you meet the requirements of the job.

Interview panels will usually consist of two or three people that have a direct interest in the role, for example the line manager of the position and a Trustee.

We want you to give the best interview you can so if you require special adjustments or facilities (e.g., a signer) please inform us prior to the interview.

OTHER INFORMATION:

- Contract: Part time - 21 hours (5 x days) a week, permanent
- Salary: up to £24,000 per annum pro rata (c£14,400 for 21 hours)
- Probation period: 3 months.
- Holiday and other benefits:
 - 23 days annual leave (pro-rata) (This excludes 8 public and bank holidays. In addition, the organisation is closed for four days over the Christmas / New Year period.)
 - Private medical insurance

Advert

Salary: c£24k per annum pro rata plus competitive benefits

Location: Home working (currently working from home). Some travel required to attend face to face meetings and events with possible overnight stays.

We are recruiting an **Events and Administration Coordinator**. Working with the General Manager and Conference Organiser, the post holder will be responsible for assisting in the planning, coordination and delivery of a varied event portfolio. In addition, the post-holder will provide the General Manager with general administrative support for day-to-day activities and other ad-hoc activities as required from time to time. This will include arranging and taking minutes of committee meetings.

We are looking for a team player who can demonstrate relevant events and communications experience, excellent organisational skills, and the ability to work collaboratively with many stakeholders. You must be self-motivated and have the discipline to manage your own workload working from home.

The General Manager currently works from home, and it is intended that this role will also be home based. Our office address is the Royal College of Surgeons of England in London. However, we do not currently have a fixed office space there and have no plans to relocate physically back to the College.

Information about BESS activities can be found at www.bess.ac.uk. To apply for the role, please send your CV along with a one-page covering letter that sets out how your skills and experience would help you to meet the role and person specification to jobs@personapm.co.uk.

Closing date for applications: Monday 8 November by 11.00am

Dates of interviews (via Zoom): Scheduled for Friday 12 November 2021

Please note if you have not been contacted by the interview date then your application has been unsuccessful. No agencies please.

Role Requirements

Role responsibilities - Events and Administration Coordinator

Events:

BESS runs a small portfolio of events including one large scientific meeting per year, one instructional course per year and one Elbow Update Symposium run every two years. We also plan to run other small face to face meetings including a roadshow twice annually. Over the COVID 19 pandemic, our events have been held online and we are now looking at opportunities to run hybrid style meetings.

The post holder will support the General Manager and/or the Conference Organiser on our events, with administrative tasks including but not limited to:

Event Planning

- Assisting the General Manager/Conference Organiser with venue and supplier research and site visits
- Liaising with suppliers, venues and other event stakeholders as required
- Attend any event planning meetings, taking minutes and following up any action points
- Setup and advertise online events via our dedicated registration system
- Attending and running rehearsals for events
- Organise our abstract submission system for our annual scientific meeting.
- Report to BESS Council and the General Manager at Council meetings.

Speaker Management

- Sending faculty invitations
- Liaising with speakers to collate relevant information (accommodation requirements, travel arrangements, biographies, abstracts, presentation videos (for online events))
- Ensuring relevant information is collected by given deadlines
- Organising speaker gifts/thank you letters.

Marketing/production

- Generating and collating content for printed and online programme/event branding, liaising with the General Manager
- Proofreading all event material
- Developing marketing plan for social media and website, liaising with the General Manager
- Preparing materials prior to the meeting including packing delegate packs where applicable
- Minor editing of online event materials (videos etc.)

Event live:

- Attending and assisting at face to face and virtual events
- Unpacking conference boxes and setting up the registration desk and signage
- Managing the registration desk (both in person and virtual as appropriate) dealing with queries in a polite and professional manner
- Managing on the day registrations, taking and recording payment
- Attending and assisting at social events and evening dinners
- Acting as point of contact for trade exhibitors, collecting any feedback

Post event:

- Creating and sending event evaluation surveys to delegates, trade exhibitors and speakers
- Collating and presenting survey results
- Sending certificates of attendance
- Chasing any outstanding payments
- Sending thank you letters to invited Chairmen, trade companies and invited speakers.
- Updating event attendance figures

Education/Research

- Production of agendas, papers and minutes for education committee, instructional course committee and research committee meetings (x2 each per year) and ensuring that actions are followed up on in a timely manner
- Administrative support for fellowship and grant applications- processing applications, ensuring applicants are communicated with and ensuring reports are collected from awardees in a timely manner.

Additional

- Main point of contact for telephone queries, gatekeeping or transferring calls as appropriate
- Management of the generic query inbox, responding to queries or escalating within a 24-hour timeframe
- Any other additional ad-hoc activities as required by the General Manager from time to time.

We are a small team and work closely with our trustees to manage workloads and capacities, supporting each other as required. You may from time to time be required to carry out any other duties in addition to the above that will be both reasonable and within your capabilities.

Experience:

- Experience of delivering small and large-scale events in a planning and delivery environment
- Experience in delivery of online/virtual events
- Experience of taking minutes in committee meetings
- Experience of working with not-for-profit organisations useful but not essential
- Experience of working with senior stakeholders and trustees

Skills & Ability:

- Organised and methodical
- Excellent written, verbal and numerical skills
- Positive, proactive and motivated with a can-do attitude
- Able to work on own initiative, prioritising own workload
- Flexible with a hands-on approach
- Excellent attention to detail
- Able to multitask effectively
- Calm under pressure, working to tight deadlines
- Used to working with individuals at all levels
- Proven record in customer service
- Able to work in the evenings and at weekends occasionally for events and meetings
- Able to travel to events where required
- Able to work from home

Technological skills:

- Able to work with databases.
- Experience using and updating a WordPress website.
- Confident and competent in using Microsoft office products including, Outlook, Word, Excel,
- PowerPoint
- Experience with telecommunication software including Zoom and/or Microsoft Teams
- Able to use Adobe Creative Cloud (InDesign, Photoshop, Rush, Spark) desirable but not essential