**JOB DESCRIPTION**

**Events Manager**

**Full Time**

**Salary £26,000-£28,000**

**About the Company**

Liverpool Chamber of Commerce is the authentic voice of business in the city, creating a culture of connected businesses to enable them to collectively thrive. Trusted since 1850, it is centred on supporting and representing the interests of its member businesses across every sector, now and for the future. Headquartered in the heart of Liverpool’s business district in a brand-new office, we offer a flexible working approach, with the opportunity to work from home as agreed with line management.

This role will be based within our Membership, Marketing and Events Team, who work to deliver a suite of benefits to our network of members. Membership of Liverpool Chamber is delivered through an active schedule of events, promotion of member activity through our communication platforms, access to cost reduction and support schemes, advocacy of business concerns both locally and nationally and international trade support and training.

**About the role**

This is an exciting opportunity to work on a range of high-profile events within a busy and dynamic team, with the ultimate aim of meeting customer expectations through the production and delivery of an outstanding programme of events for Liverpool Chamber’s members. You will have the opportunity to shape this role, working on events ranging from the largest corporate gathering at the Randox Grand National Festival and gala awards dinners for over 400 delegates, to intimate roundtable discussions, networking events and informative training workshops.

The post holder will liaise with members and venue operators regularly, delivering a series of varied and impactful events.

**Reports to: Head of Membership and Business Growth**

Key Duties and Responsibilities:

* Overall responsibility for the development, planning, production and delivery of a programme of events that provides an outstanding experience for members
* Overall responsibility for the completion of all logistical tasks relating to the production of all Liverpool Chamber events
* Overall responsibility for ensuring that all core Liverpool Chamber event types (for example “Well Connected” and “Chamber Social” networking events) are reflected within a typical month with venues secured two months in advance
* Overall responsibility for tracking member attendance at events and logging this information on Customer Relationship Management system
* To work with membership colleagues to ensure that events are relevant and valued by members, and attendance and awareness is maximised; managing the customer journey from event booking through to attendance and post event follow up
* To liaise with marketing colleagues to produce promotional material and campaigns for events
* Overall financial management and budgeting of all events including the development and delivery of major events, for example our flagship Innovation in Business Awards, Silver Birch Garden Party at the Randox Grand National and Annual General Meeting
* To engage with businesses within the hospitality industry with the aim of developing a base of partner venues who will host events on a contra basis

PERSON SPECIFICATION

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| Qualifications and Experience | * Experience of event management and delivery is essential * Education to Bachelors’ degree level or equivalent standard/professional membership (or higher) is desirable, or alternatively an ability to demonstrate equivalent experience would be essential * Ability to demonstrate experience of working in an events, commercial team or sales setting is essential * Experience of effectively using social media would be an advantage |
| Knowledge and Skills | * Excellent interpersonal and communication skills both written and verbal * Excellent time management skills and the ability to prioritise workload * Excellent attention to detail, accuracy and standards of work * Outstanding work ethic and commitment to team and individual achievement * Commercial acumen to develop budgets in line with the commercial viability and value of events programme * Skilled in the use of MS office (Word, Excel, PowerPoint etc) and web-based tools, for example CRM systems * Knowledge of the effective use of all major social media platforms, including Twitter, Facebook, Instagram and YouTube would be an advantage |
| Personal attributes | * Personable with the ability to provide a high level of customer service to a wide range of stakeholders * Ability to work in a team and also on own initiative * Professional, with the ability to work within a corporate setting * Flexible with a developmental approach * Ability to think laterally and solve problems |
| Other | * Ability to be mobile within the City Region and beyond as required * Ability to attend Chamber events outside of normal working hours as required |