



# Events Officer

## Role description

For application details please see page 9.

## Who we are

We are the Faculty of Sexual and Reproductive Healthcare (FSRH). We are the largest UK multidisciplinary membership organisation working at the heart of sexual and reproductive health (SRH), supporting 14,500 healthcare professionals to deliver high-quality care.

We offer:

- evidence-based clinical guidance and standards
- a range of qualifications, education and training in sexual and reproductive healthcare (SRH)
- membership benefits, including our BMJ SRH Journal; webinars and events
- a CSRH specialty programme that trains future consultants in SRH.

We provide an important voice for SRH professionals. We influence policy and public opinion working with national and local governments, MPs, commissioners, policymakers, the media, patient groups and other decision-makers. We have 28 staff and a commissioned Clinical Effectiveness Unit based in Edinburgh and an office in London Bridge. You can find out more at [www.fsrh.org](http://www.fsrh.org).

## Are you experienced working in an events team, running both online and face to face events? Have you worked in a membership organisation and do you believe that high quality healthcare provision is a fundamental right?

We are recruiting a full-time **Events Officer** on a permanent basis to work with our Events Manager and support on several events throughout the year.

You will be required to support large events, both online and face to face, liaising with organisations to produce joint conferences, sourcing speakers, running meetings, webinars and having presence at major sector exhibitions. We currently produce one main annual conference per year along with several 'Hot Topic' events through the year, which are typically attended by approximately +1500 delegates in total. In addition to this, we work in partnership with several other organisations to produce joint conferences, as well as running a range of regional meetings, education and training events, policy events, webinars, and having a presence at major sector conference as exhibitors or speakers. In some instances, you will be required to run events independently ensuring objectives are met and effective delivery.

Working as part of a dynamic but small membership and marketing team, we are looking for an outgoing, confident, enthusiastic and proactive person in order to help increase the output of our events and profits.

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Supporting the Events Manager, you will help improve our events function (online and in-person delivery) by providing effective, proactive support assisting with speaker and program management, marketing support and exhibitor administration. You will also assist on the day with the event delivery.

You will be comfortable in sharing your ideas, taking initiative to improve our event offering, and develop ways to reach new audiences. In addition, you will be comfortable liaising with senior stakeholders and the wider membership of the organisation and promoting the work of the FSRH, all while working to deadlines.

You will have previous experience working in a busy stakeholder role within a membership organisation, an understanding of GDPR and how it is applied in practice, plus have experience of hosting both face to face and online events. Excellent Microsoft Office and communication skills are essential so too are outstanding attention to detail, proof reading and willingness to work flexibly. Ideally you will have reporting experience and the ability to analyse metrics to measure success, plus an interest in sexual and reproductive health.

We value diversity, promote equality and encourage applications from people of all backgrounds. **Read on to find out more information about the role, benefits of working for us and how to apply.**

## Role overview

**Job title**

Events Officer

**Department**

Membership and Marketing Team

**Band**

Band 2 (starting salary from £26,794 per annum + benefits)

**Reports to**

Events Manager

**Liases with**

All Staff, members (healthcare professionals), external companies related to membership and events work, other suppliers, RCOG colleagues.

**Hours/week**

Full time, 35 hours per week.

**Location**

The role is based in our London office, but staff are working remotely currently due to COVID-19. We are open to discussions around remote working but with many of the events hosted from the London office the ability to work from London on a regular basis is essential.

**Dimensions and limits of authority**

No budgetary or staff management.

## Role responsibilities

**Supporting administrative function of events – providing support to the Events Manager:**

- Supporting the Events Manager on delivery of the annual events program, with events delegated to the Events Officer for program delivery, from conception to completion. This will include key stakeholder engagement events directed by other FSRH departmental leads.
- Reporting progress and updates on Event Officer led events to the Events Manager.
- Collating speaker biographies/photos, undertaking administrative tasks around speaker management and sponsor management for events in line with timelines. Design, or continue existing processes for management of this information.

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- Ensure that marketing collateral for speakers at events is collated in good time for marketing processes.
- Data management of attendees/speakers/sponsors etc as required on internal database for use for future marketing purposes and data analysis purposes.
- Providing customer service support to delegates who have queries.
- Supporting and have experience of delivery of events (zoom/online platforms) and be available on the day and during rehearsal days to assist as required to support.
- You may be required to attend exhibitions across the UK throughout the year with the Events Manager, providing an FSRH presence and information service at the exhibition stand, although the expectation is occasional rather than frequent in 2022
- Take video recordings of FSRH events and upload onto our video channels (Vimeo & Youtube) and add them to our Training Hub, so candidates and members can access them.
- You will be required to support in video editing of event recordings.
- Using online tools to support the event process eg – Civi (our database), Eventbrite, Survey monkey – training will be given.
- You will be required to update the FSRH website with all relevant event information.
- Develop market intelligence for Events across the medical college and membership sector and share feedback on topics, speakers, opportunities or threats, and more generally what other organisations are doing.
- Support for event/conference logistics and organisational activities.
- Support with third parties in relation to conferences and events, and build a good relationship with external stakeholders. This includes webinar suppliers, designers, printers, venue contacts, event management agencies.

### **Event Committee Co-ordination**

Support the committee by; drafting the agenda, collating and editing papers, uploading papers into MyFSRH, producing a record of the meeting, liaising with committee members and other ad hoc tasks.

### **General administration**

- Help with renewal payment calls especially during the busy renewals period (November – April).

### **General duties**

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- To feed into and support the improvement of processes and systems to support the continuous modernisation and digitisation of our events
- To stand in for members of the membership team/other Faculty staff as required
- To assist the Events Manager, on specific projects providing and analysing data in order to grasp issues, draw conclusions and solve problems.
- To uphold our FSRH organisational values: We care. We collaborate. We enable. We include. We strive.

## Person specification

Qualifications and training	Essential / desirable
<ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent skills demonstrated</li> <li>• Undergraduate degree level or equivalent skills demonstrated</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Desirable</li> </ul>
Previous experience	
<ul style="list-style-type: none"> <li>• Experience of working in a busy stakeholder role.</li> <li>• Experience and understanding of GDPR and how it is applied in practice.</li> <li>• Proven experience of working in a membership organisation.</li> <li>• Familiarity with working on remote events (Zoom/external event delivery platforms) or a keen willingness to learn and receive training.</li> <li>• Experience and understanding of the role of developing clear KPIs to help with reporting across the organisation.</li> <li>• Experience of reporting and analysis of metrics to measure success.</li> <li>• Experience of video editing.</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Desirable</li> <li>• Desirable</li> <li>• Desirable</li> <li>• Desirable</li> </ul>
Key skills and attributes	

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<ul style="list-style-type: none"> <li>• Excellent Microsoft Office skills in particular knowledge of, or desire to learn about Office 365</li> <li>• Excellent, clear telephone manner and the ability to signpost information</li> <li>• Proactive in making recommendations for improving existing systems and keen to learn where appropriate</li> <li>• Strong and positive communication skills</li> <li>• Outstanding attention to detail and proof-reading abilities</li> <li>• Willing to work flexibly and respond to changing priorities</li> <li>• Excellent time-management and prioritisation skills</li> <li>• An interest in sexual and reproductive healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Desirable</li> </ul>
<p><b>Competencies</b></p>	
<ul style="list-style-type: none"> <li>• <b>Attention to detail:</b> accomplishes tasks with thoroughness, accuracy and reliability.</li> <li>• <b>Team working:</b> builds and develops appropriate relationships with colleagues, member and suppliers at all level of seniority. Committed team player, with the ability to motivate others.</li> <li>• <b>Adaptability/flexibility:</b> maintains effectiveness in a changing environment. Able to be flexible in approach to work without losing sight of key objectives.</li> <li>• <b>Communication:</b> expresses ideas effectively and conveys information appropriately and accurately both verbally and in writing.</li> <li>• <b>Resilience:</b> maintains performance under pressure and / or opposition.</li> <li>• <b>Analysis/reasoning:</b> examines data in order to grasp issues, draw conclusions and solve problems.</li> </ul>	

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## Our values

We developed five values as part of our 2020-25 strategic plan, in collaboration with FSRH staff and our Officers. Our five values inform our work, culture and behaviour here at FSRH.



## Our benefits

We offer a range of benefits at FSRH to support staff wellbeing, including:

- **Generous holiday entitlement**  
25 days pro-rata, with an additional 2 days leave after 2 years of service, and a further 3 days after 5 years.
- **Flexible working culture**  
We are open to flexible working. Our flexi-time policy helps you to balance your work and home life, with staggered start and finish times.
- **Pension and life assurance scheme**  
10% employer contribution / 5% employee contribution after successful completion of probation. This also includes access to life assurance at 4x annual salary and an income protection scheme.

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- **Employee Assistance Programme (EAP)**  
Access to 24/7 confidential telephone counselling and advice on a wide range of work and personal issues to support your work-life balance.
- **Employee discounts portal**  
Access to a range of discounts from brands including Apple, Sainsburys and The White Company, as well as independent shops.
- **Interest free season ticket travel loans**  
Available when buying a travel season ticket, deducted from your salary on a monthly basis.
- **Enhanced maternity, paternity & adoption pay**  
Supporting you financially during this time in your life.
- **Free eye tests**  
We will reimburse you the cost of your annual eye test as well as the cost of basic glasses / contact lenses, if required for work use.

### **Training and development**

We want our staff to feel invested in and have the time and space to grow, learn and develop in their roles. We provide a range of learning and development opportunities, from webinars and conferences to training sessions on specific topics.

### **How to apply**

We value diversity, promote equality and encourage applications from people of all backgrounds. We are working hard to minimise unconscious bias and your application will be anonymised to support this.

To apply, please share your CV and a covering letter (no more than 2 pages) to [stephanierough@dittonhr.co.uk](mailto:stephanierough@dittonhr.co.uk)

Your cover letter should outline why you are applying for the role, and how you meet the person specification criteria.

This is an ongoing recruitment process and if you think you have what it takes to join the FSRH we would encourage you to apply TODAY to avoid missing out!

Interviews will take place virtually.