

Energy Industries Council

Job Description

Job Title:	Office & Events Coordinator	Business Location:	Teesside
Job Grade:		Benefits Grade:	

Responsible to (Line):	Project Manager, National Events	Responsible to (Function):	
Responsible for (Line):		Function: (If appropriate)	

Purpose / Role

To support the UK & National Events Team in the delivery of Regional & National Events and administer the smooth running of the Teesside Office.

Key aims and objectives

To coordinate the sales, marketing and logistics of key events that maintains the high profile of the EIC and its member companies, which gives added value and business opportunities to all types of participants across the energy industry supply chain.

Prime responsibilities and duties

Event Coordination and Research

- Maintain the central record of all EIC events: planned and scheduled, external/competitor/alternative events, analysis of external events for features & benefits and EIC marketing schedule
- Collate content, agenda, logos and links for the marketing dept. to update the EIC Connect website
- Create marketing emails from templates in line with the marketing schedule
- Send out e-marketing as part of the sales and marketing campaigns
- Produce and circulate the handbook return forms and handle enquiries from exhibiting companies
- Collate submissions for the Annual Awards judging packs
- Source suppliers for event merchandise and maintain a competitive record
- Set up and facilitate online delegate bookings through CRM
- Set up and facilitate one-2-one appointments and handle any enquiries from buyers and delegates
- Collate the speaker profiles, exhibitor entries, logos, etc. for inclusion into the event brochure
- Prepare all final speaker presentations and holding slides post event, gain permission for sharing and circulation to attendees and AV company.
- Organise outgoing freight, marketing collateral and EIC provisions for each event
- Prepare delegate packs, badges and place cards and organise delegate lunches
- Create and circulate survey/feedback forms
- Organise staff accommodation, travel and evening activities
- Draft VIP Evening Receptions invitations, collate RSVPs and organise menus.

Event Responsibilities

- Onsite Responsibilities include: front event registration/reception, handing out badges/delegate packs, taking enquiries, liaising with suppliers, catering and security and collecting participant quotes and/or delegate feedback.
- Set up, send and collate the online questionnaire ensuring all questions are relevant to aid future development
- Raise invoices and chase outstanding supplier invoices and customer debt, cross checking with the accounts dept.

Office Administration

- Coordinate Health & Safety of the office, including PAT testing, window cleaning, fire alarm testing, communal facilities liaison etc

- Order catering provisions, both for events and office meetings
- Welcome guests to the office and host to meeting room and hot desk bookings
- Administration duties for the UK & National Events Team, including handle telephone/email enquiries, stationary orders, maintaining office files, organise meetings and minutes taking

Allied occasional duties

- Travel regionally and nationally to site events and very occasionally internationally if required
- Assist colleagues during busy periods and share workload during absences
- Administer the EIC's presence at external UK events

Key interfaces

Internal

- UK & National Events Team
- Membership Managers
- Accounts, IT and Marketing & Communications Department
- Overseas Events Coordinator and Training Coordinator
- Overseas Offices event teams

External

- External suppliers
- Event Advisory Group Members
- EIC members and Associate Members
- Non-member companies
- Other Trade Associations and Department for International Trade

Core competencies

Required

- Educated to A-Level standard or equivalent
- Experience in administration and/or ideally events gained in a customer facing environment
- Professional, well presented and personable, who can confidently engage with attendees at events
- Supportive team player that can build relationships with colleagues across several locations and intuitive to work priorities to provide support when required
- Patient and ability to problem solving
- Strong IT Skills – confident use of Microsoft Office packages, including PowerPoint, knowledge of other software e.g. Adobe Photoshop and CRM systems and the aptitude to be trained on the EIC databases
- Exceptional attention to detail to produce written communications (reports, finances, marketing material etc)
- Ability to work on initiative to manage workload, produce results and meet deadlines
- Flexible to occasional out of office hours to meet event and operational requirements
- First Aid trained and able to act in an emergency

Desirable, but not essential

- Knowledge and/or interest in the energy sector.
- Venue administration/hospitality
- Trade Association and/or Government work experience
- Knowledge of Microsoft Dynamics CRM System

Issued (date):	Signed by Line Manager:	Functional concurrence: (if appropriate)	Signed by Employee:

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