

Events Coordinator

Job description

Salary Range:	£31,016 – £34,000 per annum, pro rata
Band:	5
Job type:	Part time. Approximately 22.5 hours per week with some flexibility.
Contract period:	Fixed term (twelve months)
Reporting to:	Marketing and Communications Manager
Team:	Platform services
Location:	Oxford/hybrid (up to full hours from home, in line with Picker’s remote and home working policy)

About Picker

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone. We operate in a Group structure, which includes Picker Institute Europe (the charity) and Picker HWA (a wholly owned subsidiary).

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people’s experiences of care and organisations’ efforts to improve services. We run and participate in events to share our knowledge and evidence and to promote our vision of the highest quality person centred care for all, always.

Platform services

Platform services is responsible for organisational development and provides corporate support to Picker. This includes liaising with the Board of Trustees and overseeing governance and strategic development. On a day-to-day basis, platform services support other Group teams with communications, finance, HR, and IT related matters.

The platform services team includes Picker’s Marketing and Communications Manager – to whom this post will report – and Marketing and Communications Officer. Together, these colleagues have responsibility for the development of Picker’s brand and for our external affair work, including publications, strategic communications, and events.

Purpose of the role

The Events Coordinator is responsible for the planning, organisation, and delivery of Picker's programme of events. This will include two in-person conferences with attendees from across the United Kingdom as well as regular online events during the year: in each case, the Events Coordinator will work with internal and external stakeholders to ensure effective planning and delivery. This will be measured through attendance and financial data as well as attendee feedback.

The Events Coordinator will also be responsible for the planning of Picker's presence at sponsored events and exhibitions, working with colleagues from across the organisation to ensure that the Group are appropriately represented and present a credible and compelling offer.

This is a new role in the organisation, intended to support colleagues and to take a lead in our growing programme of events. There is established practice to build on from existing national conferences as well as opportunities to develop new types of engagements.

Duties and responsibilities

- Work with the Marketing and Communications Manager to plan a programme of events for the year, ensuring that these align to the Group's charitable and commercial objectives.
- Work with internal stakeholders and external partners to develop detailed plans for each event, including working with subject matter experts to design appropriate agendas. This will include:
 - Considering the appropriate platform (eg online, in person, hybrid) for each event.
 - Working with the Marketing and Communications Manager and subject matter experts to identify target audiences and to develop appropriate marketing strategies to reach these.
 - With support from the Marketing and Communications Manager, planning the budget for each event, including expected revenues and costs.
- Lead for Picker on the administration of events, including:
 - Reviewing options for venues, catering, and other commissioned services, considering the expected costs and benefits and taking into account accessibility and diversity considerations before making recommendations to colleagues for agreement.
 - Working with the Marketing and Communications Manager to identify appropriate sponsorship / speaking opportunities for the Picker Group, and supporting with the identification of sponsors for our own events.
 - Being the primary point of contact for suppliers, sponsors, and other external stakeholders (including speakers and partners), ensuring that they have the right information at the right time.

- Coordinating attendance and contributions from Picker staff, including planning travel and accommodation as well as ensuring that colleagues understood their roles at events and have the information that they need.
- Communicating with attendees, ensuring that we receive all necessary information from them (for example around accessibility and dietary requirements) and that they receive all necessary information to enable them to attend and participate in events.
- Overseeing the production of materials and content, including brand collateral, printed reports, and audio-visual media.
- Attending events, providing first line support to colleagues, partners, and attendees on the day. This will include occasional travel, usually within the United Kingdom.
- Lead on the evaluation of events to ensure that they are effective in addressing Picker's strategic goals and to enable continuous learning and improvement in our future planning. Evaluation of events should routinely include consideration of their financial performance; attendance; attendee feedback; and feedback from Picker, partner, and sponsor staff.
- Maintain a working knowledge of relevant regulations to ensure that all events are compliant: this will include legislation on Data Protection (eg UKGDPR); Health and Safety; and Equalities.

General duties

- Contributing to the work of the Group as a whole by:
 - Fully engaging and participating in the achievement of Picker's aims and objectives.
 - Advocating new approaches, processes and methods to enhance Picker's performance.
 - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the work of Platform services.
- Undertaking any other reasonable duties requested by the line manager and commensurate with the role's grade.

This job description is not exhaustive and may change as the post or the needs of the business develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

Person Specification

Experience, knowledge and understanding	
Demonstrable experience in planning and delivering a range of successful events, including both digital and in-person events.	E
Strong project management and organisational skills	E
Strong communication and interpersonal skills; able to work effectively with people from a diverse range of personal and professional backgrounds.	E
Understanding of relevant legislation related to events planning and delivery, including data protection, health and safety, and equalities / accessibility.	E
Experience of managing project budgets, including preparing budgets and monitoring income and expenditure against these	D
Skills and abilities	
Excellent attention to detail	E
High levels of general IT literacy, especially in the Microsoft Office suite (including Microsoft Word, Excel, PowerPoint, Outlook, SharePoint and Teams).	E
Confident in using online meeting software – eg Zoom or Teams – to host events	E
Excellent verbal and written communication, including the ability to provide information in a format that is clear and understandable to people from a range of backgrounds	E
Excellent grasp of the English language.	E
Able to work independently, following managerial direction with limited supervision in order to deliver against agreed personal and organisational objectives and deadlines	E
Numerate and confident in handling financial information related to events	E
Skilled in the use of software and platforms relevant to marketing and communications, including social media (eg X – formerly Twitter, LinkedIn, etc); distribution; and booking.	D
Personal qualities	
Empathy with Picker and its aims	E
Flexible and facilitative working style	E
Willingness and availability to work flexibly and to travel within the UK required, including outside of normal office hours and at weekends on occasions.	E

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact our HR team by email jobs@pickereurope.ac.uk;

For reference – similar roles

Employer	Title	Salary	Link to JD / advert
University of Oxford	Events Coordinator	£33,891	https://uk.indeed.com/viewjob?jk=f06bfaef387cee21
RSPB	Senior Events Officer	£30,940 - £33,215	https://www.charityjob.co.uk/jobs/rspb/senior-events-officer/950587