

**BUSINESS
LDN**



**JOB DESCRIPTION
EVENTS COORDINATOR**

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Reporting to	Senior Events Manager
Team	Events
Contract Type	Permanent
Working Pattern	Full Time
Salary	£30,000

We're delighted you're considering joining us at [BusinessLDN](#). We offer a fantastic place to work with plenty of employee-focused benefits along with a flexible and inclusive working environment.

ABOUT THE ROLE

The Events Coordinator plays a pivotal role in supporting the events function within BusinessLDN, contributing to the smooth running of our varied programme of c.100 events per year. This role requires the individual to manage their own programme of small policy-led events such as briefings and roundtables that take place regularly throughout the year, as well as supporting our two Event Managers in the delivery of large-scale commercial events such as conferences and awards. This mix of policy and commercial activity provides the backbone for much of BusinessLDN's engagement with both members and stakeholders, and as such is a critical delivery function for both our political influence and our commercial income.

ABOUT THE CANDIDATE

The individual will be a first-rate administrator, combining brilliant organisation and communication skills with sound attention to detail, bags of initiative and the ability to work well under pressure. By nature this role will require the candidate to work across multiple events simultaneously, working as a collaborative team player and prioritizing tasks to ensure deadlines are met. This role will underpin the delivery of a successful events programme.

ABOUT BUSINESSLDN

At BusinessLDN, our mission is to make London the best city in the world in which to do business, working with and for the whole UK. We work to deliver the bigger picture, campaigning to tackle today's challenges and to secure the future promise of London. We harness the power of our members, from sectors that span the economy, to shape the future of the capital so Londoners thrive and businesses prosper. We support business to succeed — locally, nationally, globally. We link up with other cities around the UK, to ensure the capital supports a thriving country. We campaigned for the creation of the office of London Mayor and Transport for London, for the Elizabeth Line, for congestion charging, and we incubated Teach First.

KEY RESPONSIBILITIES FOR THIS ROLE

- Contribute to the planning of an impactful, well-planned hybrid events programme: working proactively and collaboratively across teams, including comms, policy and business development, to ensure our events are delivering optimal mix to support member retention and recruitment as well as stakeholder engagement.
- Manage all logistics for policy events, from creating them on the events system, putting together invitation and web copy, managing invitation lists and responses, responding to queries in a timely manner, sending joining instructions, helping manage the events email inbox and working on-site to deliver a successful event experience.
- Working with our members who are hosting events to ensure appropriate rooms and AV are booked, catering is planned, carrying out site visits where required. Ensure queries are responded to in a timely manner and members receive all the information they need on the event they are hosting.

- Work across teams to ensure events are delivered in an accurate and timely manner, issues are flagged proactively and early so solutions can be put in place, and internal clients and team feel informed of progress.
- Support the Head of Events, Senior Events Manager & Events Manager on the planning, delivery and onsite management of larger commercial events, managing registrations, preparing materials and briefings, and any additional onsite help that is required.
- Support the Senior Events Manager & Events Manager in ensuring sponsors' contractual deliverables are met and the highest level of customer service provided.
- Build and maintain excellent relationships with all external stakeholders – including members, sponsors, speakers and BusinessLDN partners and VIP guests.
- Champion ongoing improvements to BusinessLDN data management, working closely with the marketing team and across the business to ensure high-quality data and insights (inc. via CRM) are harnessed to drive events marketing and member engagement.
- Work closely with marketing and comms colleagues to promote events and deliver campaigns to drive delegate numbers and income.
- Assist the marketing team to ensure a compelling and coherent brand identity is implemented across event marketing materials and in line with brand guidelines. This includes the timely creation of event websites and web updates, and assisting the event managers with the proofing of all digital and printed promotional materials relating to events.
- Accurately prepare core event materials using existing templates, including attendee lists, nameplates or badges, ensuring they are checked before being sent onsite.
- Ensure the team has all the equipment on-site and in the office that is required to deliver an event, including regular checks, reports and management of stock, as well as courier management.
- Attend all face-to-face meetings, conferences, roundtables, awards, etc as required, for both your own events and to assist the team with their events.
- Have a clear understanding of the organisation's policies, mission statement and objectives, as well as the event team's specific KPIs, and play an active role in ensuring we achieve these.

From time to time, the post holder may be required to carry out duties not listed here; this will first be discussed between the post holder and line manager.

WHAT WE'RE LOOKING FOR

Criteria	Essential	Desirable
Strong written and verbal communication skills with real attention to detail	✓	
Efficient organisation skills, with proven ability to prioritise and deliver multiple parallel tasks in time	✓	
Previous experience organising or supporting on events	✓	
Proactive with an instinctive ability to anticipate event and team needs e.g. spotting risks and creating opportunities	✓	
IT literate: essential proficiency in Microsoft Word, Excel and PowerPoint	✓	
Sense of humour, self-aware with sound judgement and with a desire to continue to develop	✓	

Creative, articulate, and resourceful	✓
Good collaboration and communication skills that enable you to work across the whole organisation, build trust and rapport easily, and to feedback clearly to colleagues	✓
Experience of event management/booking platforms and use of a CRM database (ideally Microsoft Dynamics)	✓
Events or Communication related qualification	✓