

Job description

Senior Meetings & Events Planner

Vacancy reference	COR540
Grade	4
Location	RCP London
Department	Conferences and Events - Commercial Events
Reports to	Meetings & Events Team Manager
Contract type	18-month FTC (maternity cover)
Working hours	35 hours a week. Minimum 3 working days a week on site, depending on business needs

Working at the RCP

The Royal College of Physicians is a rewarding and friendly place to work with an incredible history, dating back to our foundation in 1518. We are a professional membership body for physicians – doctors who work in hospitals – with over 40,000 members in the UK and around the world working to improve patient care and reduce illness. Our activities focus on educating, improving and influencing for better health and care.

We work from two main sites – The Spine, a new state-of-the-art building at the heart of the Knowledge Centre in Liverpool, and an iconic Grade I-listed building overlooking beautiful Regent’s Park in central London. We are committed to a hybrid working model that means most staff work flexibly, spending a minimum of 3 days a week in the office.

We champion an inclusive culture and welcome applications from all sections of society. We value taking care, learning and being collaborative. These values underpin everything we do.

Join us to help achieve our vision of a world in which everyone has the best possible health and healthcare.

The purpose of your role

As a Senior Meetings & Events Planner, you will be an integral part of a busy team. You will be responsible for developing and growing the external commercial conference and event business for RCP London Events and supporting the Liverpool Commercial planning team as required to maximise income. Your role in the team will be to convert business with high revenue potential, planning and coordinating physical, hybrid and virtual events in order to maximise income and fill unsold space to support meeting revenue targets.

The main focus of this role is to:

- > You will help drive high performance and engagement within the team by deputising for the diary/revenue and team managers as required and supporting senior managers by supervising the internal and commercial planning team to ensure best practice and change initiatives are realised.
- > In addition to your own events, you will also be responsible for supporting the sales team, by planning and coordinating events that have been converted from new prospective clients with a high revenue value as directed.
- > With a strong emphasis on maintaining and developing high value key accounts, you will also handle and network your own and existing accounts and engage with past users to generate future business and develop new leads.
- > You will assist the team across Meeting & Events in all aspects of sales, administration, database management and client liaison in order to meet revenue targets and departmental, and RCP, objectives.

How we'll measure your success

- > Your ability to work successfully as part of a team, actively participate and provide effective support in achieving department objectives.
- > Building excellent relationships with senior managers and supporting the implementation of change initiatives within the team.
- > Providing senior managers with insights to the people in the team and making recommendations.
- > Delivery of your own personal objectives and tasks set as outlined in your personal development review (which you'll agree with your line manager) – and your contribution to our values.
- > Delivering on financial targets.
- > Feedback from customers and stakeholders via our third-party feedback survey on your performance.
- > Your success in forward conversion of business from past events and your management of nominated key accounts.
- > Timely and accurate delivery and reporting of the specific administrative, supervisory and sales related duties assigned to your role.

What you're responsible for

- > Liaising with customers from the initial enquiry stage, right through the customer journey to post event follow up in a professional and efficient manner for internal and external events including physical, hybrid and virtual events.
- > Arranging and conducting client venue visits, providing hospitality and promoting the venue's facilities to prospective external clients.
- > Demonstrating an in-depth knowledge of the product, pricing and packages on offer, as well as the differing event options available and enhancing customer desire by representing the traditions and ethos of the venue.
- > Keeping up to date with our competitors pricing, packages and products and demonstrating commercial awareness in order to successfully negotiate with customers to win their business.

- > Ensuring the successful delivery of events, by communicating, coordinating and compiling event details and liaising with the event operations and front of house teams.
- > Participating in site visits, handling enquiries and taking ownership of large revenue events, as directed by the Business Development Manager.
- > Understanding of the RCP's professional activities and constraints with regards to selling external business and be sensitive and aware of the needs of the "internal customers" and the RCP's academic non-profit status is key.
- > Preparation of accurate client invoices and ensuring that deposits are paid on time and correctly processed as directed.
- > Liaising and consulting with senior managers and the Business Development Manager daily about enquiries, opportunities and bookings and reporting on activities as required.
- > Maintaining and completing your own re-book list to ensure repeat booking and optimum yield management, as well as ensuring all your activities relating to your bookings and enquires are kept up to date.
- > Ensuring your allocated Key Account plans are up to date, to ensure retention of existing business.
- > Delivering a consistently high level of customer service.

As a Senior Meetings & Events Planner you will also

- > Support senior managers in managing change initiatives within the team.
- > Take responsibility for the induction and training of new starters within the team.
- > Represent the Planners at departmental meetings as required.
- > Produce departmental financial and activity reports as required.
- > Deputise for the Diary Revenue and Team Managers as required.

- > Follow the company's Quality Management System ISO 9001:2015
- > Adhere to the records management and document control systems in place

- > You will be required to attend events as a representative of the company and client, as required and undertake additional duties as are reasonably expected appropriate with the level of the position.

- > Any other duties as may be reasonably expected and which are commensurate with the level of the post, adhere and comply with the provisions of the RCP's health and safety policy, undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities.
 - Contribute to the work of the Department and wider RCP activities.

Your experience includes

Essential

- > Educated to A-level, or equivalent, and equivalent relevant experience with the ability to demonstrate the level of skills and knowledge required for the role.
- > Significant experience in a direct planning role within the hospitality/events industry specialising in conferences, meetings, dining and events.
- > Working knowledge of Microsoft office applications.
- > Being commercially aware of finance and working in a profitable business.
- > Proving a high level of customer service to external clients.
- > Having knowledge of food and beverage in the context of the hospitality and events industry.
- > Ability to prioritise your own workload and completing tasks with a high level of accuracy.
- > Previous experience in sales negotiation techniques a distinct advantage.

Desirable

- > Relevant sales or hospitality qualification a distinct advantage.
- > Previous experience working in a central London venue is desirable.
- > Previous experience in virtual events and working with virtual event platforms a distinct advantage.
- > Previous experience managing or supervising a team a distinct advantage.
- > Previous experience using CRM systems to manage customer data, track interactions, and support efficient communication and follow up processes a distinct advantage.
- > Experience of Diary Management System or Rendezvous booking system is desirable.
- > Experience in Account Management with a strong track record in successful client retention a distinct advantage.

Our values

We are committed to **taking care**, **learning**, and **being collaborative**. These values drive the way we behave, how we interact with each other, and how we work together to achieve our vision and improve patient care.

We value taking care

This means we behave respectfully towards people, whatever their role, position, gender or background. It means we act as representatives of the RCP, and take decisions in the interests of the organisation as a whole.

We value learning

This means we continuously improve through active learning and honest reflection, so that we grow personally and as an organisation, while striving for excellence. We support learning and development opportunities.

We value being collaborative

This means we work together towards the RCP's vision in a collaborative and professional way, understanding that individuals bring different strengths and approaches to our work. We value diversity and each other's contributions.

The RCP positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status or pregnancy and maternity.

The RCP is all about our people – our members, staff, volunteers and leaders. We educate, influence and collaborate to improve health and healthcare for everyone and know we can only do this by being inclusive, encouraging and celebrating diverse perspectives. Welcoming into our community people who represent the 21st-century medical workforce and the diverse population of patients we serve is a priority for us.

As an employee/volunteer/temporary contractor you are expected to comply with all RCP data protection and security policies and procedures.