



The ROYAL
SOCIETY of
MEDICINE

GRADUATE TRAINEE (EVENT AND PROGRAMME MANAGEMENT)

(3 year fixed term)

Salary: competitive

Flexible working, with some evenings and early starts. A mixture of office (central London) and home working is anticipated with this role

The Royal Society of Medicine is one of the UK's leading providers of continuing learning in healthcare. Our vision is 'better healthcare for better lives'. We aim to achieve this by sharing learning and supporting innovation on the science, practice and organisation of medicine.

As a registered charity and membership organisation with a global network of 20,000 members, we bring together healthcare professionals across specialties. We offer a range of membership options for every career stage, from students to retirement.

We deliver multidisciplinary, specialist and general education, as well as professional development, drawing on the support of leading experts in over 50 specialist areas of medicine.

Our learning resources span a wide collection of books, journals, digital journals and online medical databases. We are home to one of the finest physical and digital medical libraries in the world. We connect those involved and interested in healthcare and, by leveraging expertise from across the RSM, we support, help and inspire the innovators developing the medical products and services of tomorrow.

Overall Job Purpose

Working in a busy Learning Directorate to deliver cutting edge education at a time of real change and need in health care, your role will be to work in the teams which plan, organize and deliver education events.

Working in a department to support senior health professionals to make impact through events, updates and showcases, the key purpose of this role is to provide co-ordination, forward planning, budget management and logistical support on our educational programme of events.

As a Graduate Trainee (Event and programme management) are expected to be professional and proactive, applying customer-focused processes to enhance event procedures and take a high level of ownership for the events for which they are responsible. This role supports and provides guidance to member led specialist medical Section Councils and the RSM Education Programme Managers in the forward planning and running of in person events as well as webinars/virtual events - complying with agreed Service Level Agreements (SLA).

This dynamic role reports to the education event team manager.

The last two years have been of rapid change for the RSM's education offering and the education teams have been at the forefront of responding to, and leading on, this change. This is an exciting time to be joining the RSM. A new Senior Management Team has been formed, a new strategy has been developed, and there is significant momentum behind online learning as well as in person conferences/events. This role offers an exciting opportunity to learn and have real input into how the RSM shapes learning and supports innovation across all areas of healthcare.

The Graduate Trainee programme offers the opportunity to learn and develop as an individual, contributing at a key moment in time to a renown historic institution with a vision to *deliver better health care for better lives*. A programme of induction and development supports the Graduate Trainees to be able to deliver to the key tasks and responsibilities set out below.

Key tasks & responsibilities

Event Planning

- Attend kick off meetings with key stakeholders and Education Programme Managers to finalise logistics to enable a handover of an event brief and programme, once handed over, Graduate Trainee (Event and programme management) are responsible for the delivery and continued planning of the event
- Work in close liaison with meeting organisers in the development and delivery of the event
- Input ideas, highlight opportunities for innovation, creative approaches and the use of technology to support events and make them more engaging
- Produce an event SLA for Education Programme Managers and Education Event Team Manager to approve and ensure SLA is adhered to throughout event planning
- Develop budgets for allocated events and monitor financials throughout event planning stages to achieve and where possible exceed targets – highlighting concerns where appropriate
- Set RSM Events up on the CRM system
- Upload event programme to website following brand guidelines and house style
- Attend regular event planning meetings, section council meetings where required
- For webinars, following our in-person processes, there is a requirement to set up the Zoom platform to hold the webinar on, along with attendance at the test webinars with the AV team and availability on the day of webinars to ensure the smooth running of the event

Event Delivery

- Work with and provide event information to RSM marketing and communication teams for the promotion of the event and circulate promotional materials to speakers and council
- Apply for Continuous Professional Development (CPD) approval through the Dean of the RSM
- Manage all operational aspects of coordinating event, collaborating with other RSM departments such as catering, audio visual and internal operations team
- Where applicable with out of house events support venue finding, contract negotiation and manage operations with external venue

- Work with the Customer Service team to ensure they know about events to enable them to answer delegate questions and provide an excellent customer service
- Work with the Sponsor team to brief targets and ensure sponsor agreements are fulfilled as per contract.
- Assure effective liaison with speakers, and organise travel and accommodation, where required, invite people to speak at events and manage responses working closely with Education Programme Managers
- Work with members of the Customer Service team to ensure organisation and collation of delegate packs and other event resources in preparation for the event
- Attend the event, creating a strong presence on the day ensuring speakers, sponsors and meeting organiser are fully supported
- Be the first point of contact on the day for delegate queries ensuring excellent customer service is given
- Manage feedback from delegates to evaluate the event
- Chase and close down finances, ensuring all post event financial reporting is accurate
- Attend post event wash up meetings where required

Educational Department Support

- Support prize management according to the Section/RSM regulations
- Support Education Programme Managers with planning the event year and preparing annual budgets and reforecasting figures
- Develop cooperative relationships with Sections and external partners when planning and executing events
- Fully participate in projects that enhance educational development as required by the Education Programme Managers and Education Event Team Manager offering new ideas and innovations
- Manage external relations with stakeholders and partner organisations in the development of education and training
- Attend team meetings where required with Education Event Team Manager and contribute as required
- Support the Education event Team Manager with inducting and training new starters
- Support with any additional areas not specified which are linked with the role
- Collaborate as an event team and support colleagues with absences and peaks and troughs of workload

The role will include development through on the job training, participation in Directorate development events and opportunities to experience working in other departments at the RSM.

Person Specification

Qualifications, skills and experience

- Undergraduate degree required
- No specific prior experience required but a good understanding of the events industry and evidence of working/volunteering in customer focused environments is required
- Ability to work with stakeholders of varying seniority
- Fluent in written and spoken English to professional business standards
- Ability to complete detailed work accurately

- Competence in MS Office (Outlook, Word, Excel)
- Strong communication skills (written, verbal, presentational)
- Understanding and/or interest in the healthcare sector is desirable

Competencies

- Planning and organising - Capable of prioritising and organising own workload, able to work under own initiative and balance peaks and troughs of work
- Communication - Good communication skills and the ability to liaise with staff
- Team work - Experience of working within project teams
- Reliable - with a conscientious attitude to work
- Adaptable, ability to work flexibly and adapt to a changing environment
- Proactive/ resourceful and shows initiative
- Ability to pay attention to detail
- Assertiveness - A pleasant disposition displaying tact and diplomacy when dealing with sensitive or contentious issues, assertive and confident
- Customer service - Well-developed Customer service skills, professional and helpful approach to answering queries

The post holder must always when conducting responsibilities and interacting with others:

- Uphold the vision, mission and values of the RSM
- Support effective communication and consistent management of RSM policies and procedures throughout the organisation
- Adhere to the Society's Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards
- Adhere to the Society's Data Protection regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner
- Fully subscribe to the spirit of and adhere to the Society's people policies in particular the Discrimination, Bullying, Harassment, Victimisation policies.

To apply for the above opportunity please forward a CV and covering letter to recruitment@rsm.ac.uk no later than 12.00, noon, Friday 5 May 2023.

The RSM is committed to equal opportunities. Equal opportunities are provided to all applicants for roles without regard to race, religion, colour, age, sex, national origin, sexual orientation, gender identity, genetic disposition, neurodiversity, disability or any other protected category.

The Society is committed to the safeguarding and fair processing of information received from candidates applying for opportunities within it and fully complies with the spirit and regulations of the GDPR. For a full statement about the type of data that the Society keeps about job applicants and the purposes for which it is kept, please visit our website by clicking on the following link:

<https://www.rsm.ac.uk/fair-processing-notice-for-job-applicants/>