

***Business Development (Partner Symposium) Manager – Job description***

***£33,000***

***35 hours per week. 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 (RSM) 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 (Sections) 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.*

***Job purpose***

*Support the Business Development Team at RSM in expanding partnerships and business initiatives to meet income targets, with a specific focus on the Partnership Symposium program.* *The Partnership Symposium offering allows clients to leverage the Royal Society of Medicine's global reputation in advancing healthcare by hosting their event with our event and marketing expertise. The ideal candidate will be responsible for supporting the Senior Business Development Associate in identifying and nurturing new opportunities within the Partnership Symposium program, coordinating marketing and sales efforts, cultivate client relationships, and leading on the delivery of contracted events.*

*The post holder will provide administrative support, including coordinating meetings, maintaining databases, and conducting market research. This role is target-driven and diverse, operating within dynamic project environments, and will include actively delivering and facilitating key educational activities, engaging with internal and external stakeholders, and supporting initiatives aimed at promoting knowledge and expertise to regional, national, and international stakeholders.*

***About you***

*We are looking for candidates with experience in managing complex and multi-tasking roles, handling various administrative, logistical, and project management tasks concurrently and to a high standard. Applicants should have a proven track record in event and meeting organisation and administration. Proficiency in CRM software is essential, along with strong organisational skills and meticulous attention to detail.*

*Ideal candidates will possess experience and a successful track record in business development, client/external engagement, and/or commercial sales environments. The role involves extensive external industry engagement, requiring skills in generating sustainable new business demand pipelines and proficient customer relationship management.*

*Candidates must be self-starters capable of working independently to achieve objectives, while also collaborating efficiently with others. Excellent communication skills, both persuasive and effective, are essential, as is digital literacy. Flexibility, commitment, professionalism, and attention to detail are imperative attributes for success in this role.*

***Responsibilities***

***1. Business and partnership development and management:***

* *Build insightful, meaningful, and strategic relationships with external stakeholders, including identifying and building relationships with prospective collaborative partners.*
* *Lead on some key meetings (internal and external). Prepare meeting agendas, supporting documents, minute-taking, as required.*
* *Develop and implement detailed work plans and budgets with partners to achieve program objectives. Monitor partners' progress and act as necessary for any identified deviations.*
* *Be accountable for positive relationships between the RSM and partner organisations and ensure regular feedback is shared with the Senior Business Development Associate.*
* *Develop and maintain key resources to support projects including standing documents, databases of activity costs and day rates, and databases of financial and other relevant policies.*
* *Research and cultivate relationships with new contacts and external organisations to achieve shared goals and build partnerships. Liaise with high-profile contributors, such as senior leaders and experts in Medicine and Life Sciences.*
* *Ensure excellent customer service through attending all events and promoting RSM and profile raising the work in the department including other events being held.*
* *Develop and maintain appropriate business development tools and processes as needed.*
* *Assist with the implementation of strategies for retaining and enhancing target clients and other key commercial relationships.*
* *Research new opportunities and assist with the identification and management of opportunities and ‘leads’ through our internal systems.*
* *Assist with coordinating and writing proposals.*
* *Maintain diligent records, as required by different project activities, particularly in relation to customer relationship management.*
* *Participate positively and actively in meetings to identify opportunities and resolve issues.*
* *Be responsive to individual customer requirements ensuring the highest quality of service.*

***2. Programme delivery:***

* *Ownership of operational aspects of delivering programmes, collaborating with other departments such as Audio Visual and the “on the day” internal operations team.*
* *Ensure team delivery of programmes as per the service level agreement, and review and monitor performance, producing monthly written reports with actions and clear deadlines.*
* *Assure that all events comply with RSM guidance on event management conforming to quality and assurance standards.*
* *Where applicable, for out of house delivery, prepare a risk assessment for Senior Business Development Associate and Department lead to ensure there is financial approval, insurance cover, highlight any potential reputational damage for SMT to “sign off” and proceed.*
* *Applying quality assurance standards consistently to identify future delivery and learning.*
* *Ensure time frames for activities are adhered to.*
* *Support the identification and coordination of promotional assets and marketing timelines.*
* *Anticipate and mitigate risks to RSM.*
* *Assist with the maintenance of KPIs and evaluate all events according to established performance standards and metrics.*
* *Support wider team to deliver during exceptional periods due to absence and peaks of heavy workload.*
* *Implement appropriate evaluation mechanisms to ensure each meeting reaches goals and lessons learnt are built into future processes.*
* *Track and report on financial position both to the key stakeholders, the Department lead and SMT at the RSM.*
* *Keep up to date with existing and potential RSM programmes.*
* *Ensure all events align with relevant policies.*

***3. Other:***

* *Promote project management methodology and best practice for the RSM, disseminating this to colleagues in a learning environment.*
* *To work openly and cooperatively with all colleagues, proactively resolving issues and challenges, contributing to identifying continuous improvements.*
* *Demonstrate excellent customer care in dealing with all clients and customers.*
* *To act as an ambassador for the RSM at all times.*
* *To undertake any other duties deemed appropriate by the Department lead and Senior Business Development Associate in relation to the Society’s strategic priorities.*
* *Adhere to RSM policies and procedures.*
* *To play a full part in the life of the RSM community and promote its mission and ethos.*