

Events Officer – Job description



Title:	Events Officer
Purpose:	To deliver a comprehensive events management service for EHMA, supporting the organisation and production of the Annual Conference and other events, executive workshops, seminars and training activities related to European-funded projects, and health practices and policy.
Support:	This post reports to the Chief Operating Officer. Works closely with the Communications Officer and supports the Project and Policy department.
People management:	Supports and supervises events and communications interns. Liaises with contractors and Consortium Partners.
Salary:	The basis salary is €2,400 gross per month and up to €2,900 gross per month depending on experience. A benefits package is also provided.
Terms:	Full time, open-end contract based in Brussels and subject to Belgian law. Formal performance review conducted after six months.
Benefits:	We want our staff to thrive, so we provide a comprehensive induction, regular support and supervision, clear goals and milestones, and a tailored development plan to make sure you have the support, skills and knowledge to succeed. We also provide flexible working hours, meal vouchers, phone reimbursement, public transport reimbursement, 5 days of extra-legal holidays, and a pension plan.

Key responsibilities

1. Execute a dynamic events programme, supporting the design and logistically ensuring the full implementation of EHMA events. This includes primarily the Annual Conference, as well as educational events and events organised in connection with EHMA working groups and partners.
2. Coordinate all facets of logistics, including communications and marketing working in collaboration with colleagues to identify markets and audiences, for all events.
3. Facilitate high-level engagement and attendance at EHMA events and initiatives working in collaboration with colleagues to develop marketing campaigns, including writing newsletters, social media posts, and blogs.
4. Maintain excellent relationships with, and provide outstanding customer service to, all our stakeholders including fellow staff, delegates, attendees, suppliers, sponsors, and industry leaders.
5. Provide outstanding customer service to event speakers and attendees, including the provision of briefings and logistic support.
6. Develop reports on metrics, progress, and outcomes of various events and activities, including minutes, summaries, and actions logs.

ESSENTIAL MINIMUM CRITERIA

To perform this job successfully the employee in this position must be able to demonstrate at least functional proficiency in all of the core competencies.

General competencies for all staff

- Uphold EHMA's statutes, vision and values.
- Adheres to EHMA's policies and procedures.
- Fluency in English, spoken and written.
- Provision of outstanding customer service to our members, colleagues, board, and stakeholders.
- Have a can-do attitude and be solution focussed.
- Manage and prioritise your workload and ensure deadlines are met.
- The ability to be flexible with priorities and manage time and multiple tasks.
- Strong writing and communication skills.
- Maintain positive and constructive working relationships with all members of the staff team.
- Undertake relevant professional development activities and training as agreed with your line manager.
- Maintain confidentiality, as appropriate, with sensitive or privileged information, including day-to-day observance of data protection guidelines.
- Adhere to all internal and external policies and procedures and contribute to their on-going development as required.
- Occasional work outside normal working hours for which time off in lieu (TOIL) will be given.
- Have regard for your own personal health and safety and for that of those around you.
- Ability to travel, predominantly across Europe and sometimes other regions, including one day meetings, overnight and multi-days.
- Sound knowledge of Microsoft Office and SharePoint.

Events competencies

- Comprehensive experience of event management.
- Outstanding literacy of online meeting platforms including Zoom, Teams, WebEx.
- Able to provide guidance on techniques for maximum participants engagement.
- Highly experienced on sourcing venues and suppliers.
- Manage the relationship between various suppliers and the events team.
- Oversee event staging, delegate management, follow-up and post-event analysis, and liaising with all stakeholders.
- Keep collaborators up to date on event activities including progress with speakers and delegates, updates on sales, logistics, and on the day requirements.
- Contribute to a learning and development culture by supporting the research of opportunities to develop existing or new projects.
- Familiarity with the city of Brussels, venues and systems for suppliers contracting.

Communications competencies

- Excellent skills in communication, both oral and written.
- Ability to use visual design tools and editing tools and applications (e.g. Canva, InDesign) to create attractive and engaging marketing and promotional materials.
- Uses social media and newsletter clients (e.g. Mailchimp) for maximum reach of audiences for promotional purposes.

Administration competencies

- Is patient, approachable and solution focused.
- Outstanding telephone manner and customer service skills.
- Have a critical eye in terms of quality, accuracy and meticulous attention to detail.

- Excellent IT skills – particularly with Microsoft Office and SharePoint.
- Ensure processes and systems are in place to maintain the integrity, completeness and accuracy of information used within your areas of work.

Financial competencies

- Contributes to the preparation of proposals for funding from external sources.
- Provides reports on actual financial conditions.
- Source and recommend suppliers for events activities in line with budget and commissioning contracts.
- Works within project budgets.

Leadership

- Incorporates ethical standards and EHMA's values as the basis of all interactions with stakeholders.
- Use individual, team and organisational learning opportunities for personal and professional development.
- Contributes to the development of workplans and budgets.
- Participate in the measuring, reporting and continuous improvement of organisational performance.

Partnership Dimensions

- Works with stakeholders, businesses, industry and subject matter experts.

Cultural Competency Skills

- Recognises the role of gender, cultural, social, and behavioural factors in the accessibility, availability, acceptability and delivery of all EHMA initiatives.

KNOWLEDGE

- Basic principles of health management.
- Basic principles of EU parliament structures, policies and decision-making processes.

DESIRABLE CRITERIA

- Excellent knowledge of healthcare management.
- Good working knowledge in French or other European languages.