

Events Officer – Job description



Title:	Events Officer
Purpose:	To ensure EHMA has a comprehensive events management service, supporting the organization and delivery of the Annual Conference and other events and activities related to professional development, EU-funded projects and health policy.
Support:	This post is supported and managed by the Events and Partnerships Manager. Support and supervision is also provided by Operations Manager. Works closely with the Policy & Communications Manager.
People management:	Supports and supervises events and communications interns. Liaises with contractors.
Salary:	18,000 € per year plus benefit package
Terms:	Full time, initially 12 month contract under the Belgian law, with view to extension. Six-month probationary period.
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 meal vouchers, phone reimbursement, 5 days of extra legal holidays, and a pension plan

Key responsibilities

1. Support the design, co-ordination of EHMA's events programme.
2. Logistically ensure the full implementation of all events.
3. Coordinate the logistics, and marketing of the EHMA Annual Conference, workshops, professional development programme and other events.
4. Coordinate the communication and marketing of all events, working with stakeholders to identify markets and audiences.
5. Facilitate high-level engagement and attendance at EHMA events and initiatives by coordinating marketing campaigns including writing newsletters, social media posts, and blogs.
6. Maintain excellent relationships with, and provide outstanding customer service to, all our stakeholders including fellow staff, delegates, attendees, suppliers, sponsors, and industry leaders.
7. Manage event speakers and attendees, providing briefings and logistics support.
8. Manage events on the day including set-up and breakdown
9. Complete reporting for meetings and events in English, 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.

- Fluency in English.
- This position requires flexibility and the ability to manage time and multiple tasks.
- Good experience of event management and minimum of 1-year previous experience working in events.
- Strong writing experience and interpersonal communication skills.
- Sound knowledge of Microsoft Word and SharePoint.

Desirable criteria

- Fluency in French or other European languages is desirable but not essential.
- Familiarity with visual design tools and editing tools and applications (e.g. Canva, InDesign)

General competencies for all staff:

- Uphold EHMA's statues, vision and values.
- Adheres to EHMA's policies and procedures.
- 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.
- 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 across Europe including one day meetings, overnight and multi-days.

Events competencies

- Source 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

- Familiarity with visual design tools and editing tools and applications (e.g. Canva, InDesign)
- Knowledge of social media for promotional purposes
- Knowledge of Newsletter clients (e.g. mailchimp)

Administration competencies

- Good skills in communication, both oral and written
- Is patient, approachable and solution focused.
- Excellent 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.
- Works within project budgets.

Leadership

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

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

- Appreciates basic principles of health systems management through on the job learning.
- Appreciates basic principles of EU parliament structures, policies and decision-making processes.

Partnership Dimensions

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