

Events Process Specialist

Job purpose:

The Events Process Specialist will be responsible for streamlining events operational processes for up to 200 member facing events and representing the events team on an organisation wide CMS and Commerce project at the Law Society.

Key Accountabilities:

This role will have three main accountabilities:

- **Technical event set-up**
 - To work closely with internal stakeholders to lead and execute the events set-up/upload in our CRM, website content management and event delivery systems from brief to live event pages for up to 200 events per year
 - Triage and problem solve related set-up challenges with specialist internal teams driving quick solutions, so they do not negatively impact the planning timelines or the member experience
 - Ensure that related information is documented and maintained in the appropriate knowledge base, contributing, promoting good knowledge sharing practices and continuity of service and within the team
- **Process improvement**
 - Lead and drive operational excellence for established and new processes looking for improvement opportunities in quality and delivery, taking appropriate follow-up action to support the operational team to create and sustain high quality events
 - Engage with key stakeholders to implement processes driving improvement in alignment with strategic goals and objectives, and carrying out training requirements communicating impacts and risks
 - Track, measure, and report progress on improvements using standard, established KPI's
 - Actively seek feedback from internal and external stakeholders
 - Document processes to deliver accurate representation of ways of working and enable evidence-based improvement strategies

- **Team representation in the organisation**

- Represent the Events team and clearly communicate their requirements in a new organisational CMS and Commerce project using experience of events management platforms and processes
- Uphold relevant Law Society governance, policies, and processes
- To ensure all queries are investigated and addressed in a timely and professional manner
- Identify, monitor, and escalate any risks and performance issues to appropriate manager

Knowledge, skills and experience

Essential:

- Specialist knowledge and in-depth experience of end-to-end event planning both in-person and online
- Effective experience of managing key internal and external relationships
- Ability to identify, understand and effectively communicate change opportunities including impacts and risks
- Demonstrable experience of working with Content Management Systems and Customer Relationship Management systems
- Understanding of formal governance environments
- Advanced written communication and presentation skills
- Persuading and influencing skills
- Solutions focused mind-set
- Ability to manage own workload and manage completing priorities
- Working knowledge of Microsoft: Excel, Planner, Forms

Planning & Organising

Essential:

- Possess a methodical, precision and detail focused approach
- Develop and present business cases for change programmes to gain buy-in from stakeholders and to ensure that the organisation is in line with best practice
- Strong resilience and the ability to deal with ambiguity

Desirable:

- Knowledge of the legal market and membership organisations
- Working knowledge of Dynamics 365 CRM
- Web markup language skills (HTML & CSS)
- Experience of delivering improvements using continuous improvement methodologies and tools

Dimensions

Operating environment

- Become the subject matter expert for digital events creation

Financial responsibility

- None

Creative Responsibility

- Being the events team lead on an organisation wide CMS and Commerce project
- Suggest and implement improvements to existing processes

Analytical Responsibility

- Analysis of current events processes, working with the events team and transformation and change team to resolve

Location

- At least one day a week in the Chancery Lane office.

Organisation Chart

