

INDEPENDENT HIGHER EDUCATION

Job title:	Events and Training Manager
Location:	Home based with regular Central London meetings
Hours:	Up to 35 hours per week (part time considered)
Salary:	£36,000 - £38,000 per annum (full time equivalent)
Responsible to:	Director of Policy and Development

About:

Independent Higher Education (IHE) is the UK membership organisation and formal representative body which exists to support, develop and promote independent providers of higher education, professional training and pathways.

IHE's 80+ members include household names such as the Royal Academy and Le Cordon Bleu, long established independent colleges Spurgeon's College and West Dean College of Arts and Conservation, industry leading technical institutes Futureworks and the Academy of Live Technology, new providers the Dyson Institute and TEDI-London, and global education pathway providers Kaplan and Study Group.

www.ihe.ac.uk

Purpose of the role:

The Events and Training Manager is responsible for the strategic planning and delivery of a comprehensive programme of events, webinars, training, and professional development opportunities for members, predominantly online but also including flagship in-person events such as the Annual Conference and AGM. The role will involve overseeing event logistics and delegate liaison, developing content, improving systems, and having overall responsibility for creating a cohesive calendar of events and training that meet our members' needs.

Duties and Responsibilities:

- Plan, organise, and execute a calendar of events, informational webinars, discussion groups and professional development training, which are predominately online, to include:
 - A regular programme of paid and free webinars on a variety of topics of interest to our members
 - Ad-hoc webinars organised at short notice in response to external events
 - In-person full-day network meetings (up to 10 per year)
 - IHE Annual Conference (one-day, multi-stream, 300 delegate, 40 speaker conference with exhibition)
 - IHE Awards (an annual celebration reception)
 - Occasional in-person training sessions, symposia, or mini-conferences
 - Annual General Meeting (half day meeting of members with drinks reception)
 - Activity led by the All Party Parliamentary Group (APPG) for International Students (usually held on the parliamentary estate, up to 5 per year)
- Strategic oversight of IHE's annual events and training programme to ensure it is cohesive, relevant and achievable, and balances competing priorities.
- Develop event/training concepts, and work with subject matter experts to deliver high-quality content tailored to the needs of members.
- Coordinate event agendas, including liaison with speakers.
- Source and negotiate with venues, suppliers, and service providers.
- Work with the Head of Partnerships to identify opportunities for and assist in securing in-kind support and/or sponsorship of events
- Collaborate with the Communications and Marketing Manager to develop and execute marketing campaigns that drive engagement to both current and prospective members.
- Oversee event setup, registration, and logistics during live events, and effectively manage event staff.
- Troubleshoot issues and provide excellent customer service to delegates.
- Design and execute improvements to the process, systems and platforms/tools to improve the user experience.
- Manage budgets, ensuring cost-effectiveness while maintaining high-quality standards, and, for paid events, driving revenue to meet targets.
- Monitor and evaluate the impact of events and training, using feedback, participation data, and other data to continuously improve the programme.
- Introduce new ways of delivering training, for example workshops, peer-to-peer learning, e-learning modules, and written materials.

General

- Exercise a start-up mindset, including a bias for action, in all of your work – jumping in to help out colleagues when required, reacting quickly and offering ideas beyond your area of responsibility.
- Develop an understanding of members, their activities and needs.
- Attend all in-person IHE events and regular staff meetings held in central London.
- Undertake such other duties as may be required from time to time.

This job description is intended to provide guidelines to duties expected while in post, however it may not include everything, and will be reviewed and amended in the light of changing demands.

Person specification:

Essential

Experience and skills

- Proven experience in planning, coordinating, and delivering a variety of events, including webinars, conferences, and in-person gatherings.
- Ability to take a strategic approach to planning and delivering a cohesive annual events and training programme.
- Strong organisational and project management skills, with the ability to manage multiple events simultaneously.
- Proficiency in using online event platforms, tools, and registration systems, to manage event logistics and data to improve user experience
- Experience in contract negotiation and securing preferable agreements with suppliers and/or sponsors

Attributes

- A proactive, solutions-focused mindset with the ability to troubleshoot issues during live events, with a helpful, customer-first attitude.
- Flexibility to adapt quickly to changing circumstances, including organising ad-hoc events at short notice and adapt to unexpected issues in event delivery.
- Excellent interpersonal and communication skills, with the ability to quickly establish rapport, credibility and good working relationships with speakers, members, commercial suppliers and internal teams.
- Ability to manage and motivate colleagues toward shared goals
- Team player with a willingness to jump in to support other team members.
- Self-starting, independent and able to organise and manage own work, within agreed objectives and responsibilities.
- Ability to work flexibly in a remote environment with minimal direction.

Desirable

- Experience developing event and training concepts in collaboration with subject matter experts.
- Experience in developing and managing CPD programmes or similar professional development initiatives.
- Experience working in a membership body, professional association, or similar organisation.

Other requirements

- Independent eligibility to work in the UK for at least the next two years.
- Home working experience.
- Adequate home working set up including space for a desktop printer, and space to store events equipment (eg pull-up banners, etc)
- Willingness and ability to attend the majority of in-person IHE events (15-20 per year), and in-person team meetings (approx. 6 per year), which may extend beyond normal working hours.
- Located within an hour of central London (to ensure ease of attending events).
- As with all IHE roles, part time working requests will be considered but for this role, there will need to be flexibility to attend events on non-working days or beyond normal working hours. Events will not usually run on Fridays.

How to apply:

To apply, please send the following to jobs@ihe.ac.uk:

- Your CV
- A covering letter outlining how your skills and enthusiasm match this role

Please note that we will not consider any applications without a covering letter.

The closing date for applications is **9am on Thursday 13 February**.

The first stage of interviews will be a short phone call over the following week.

Interviews will take place on 26th and 27th February.

Don't meet every single requirement?

Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. We want to build a diverse and inclusive workplace, so if you're excited about this role but your past experience doesn't align perfectly with everything in our person specification, please do apply anyway.