



Job Title: Training and Events Manager

Location: Work from home, with regular UK wide travel required

Reporting to: Chief Executive

Salary: £33,000

Hours: Full time 35 hours per week.

Pension: BHTA will match employee's contribution to an approved Pension Scheme up to a maximum of 3%.

Leave: 28 days per annum plus statutory Bank Holidays.

Length of contract: Permanent with a 6-month probationary period

Closing Date: Friday 23 December 2022

Interviews: 4 and 5 January 2023, via MS Teams

Application Process: CV and covering letter (no longer than two pages of A4) in pdf format to be sent to bhta@bhta.com with the subject line: Training and Events Manager

Job purpose
<p>The role will develop and deliver a comprehensive training and events programme for the British Healthcare Trades Association (BHTA). They will source and manage relationships with speakers, trainers and event partners and evaluate the impact and effectiveness of the BHTA's events. The role will also generate income against competitive targets. The training and events programme will consist of a variety of events, including both formal and social networking events, online and in person.</p> <p>The role will build on BHTA's brand and members' desire for more training and face to face networking events, to build a programme of events that add value to the membership of BHTA, as well as bring in additional revenue.</p>



The training and events programme will enhance BHTA's reputation and standing in the industry. Enabling BHTA to reach and engage with various stakeholders in the health and social care arena, including consumers and healthcare professionals.

Key Responsibilities

Event programme development

- Instigate, manage, innovate and develop an annual programme of events which reflect member and industry needs
- Develop and maintain relationships with providers, facilitators and consultants who can provide high quality and affordable training and event content
- Oversee management of all online and in person events, including but not limited to, webinars, conferences, trade shows, awards evenings, networking events
- Implement robust evaluation and improvement plans across all events

Income generation and cost effectiveness

- Monitor pricing structure for all BHTA training and events which allows fair access for all members, whilst balancing generating income to maintain such activity and support member recruitment and retention
- Development of sponsorship plans relating to new and existing BHTA events
- Ensure that all events are delivered in the most cost-effective way and according to best practice procedures
- Work with the administration team to ensure that all events fees are collected in the timeliest and cost-effective manner

Planning

- Source venues which are cost effective, geographically well located to suit attendee needs and are accessible to anyone wishing to attend
- Develop and oversee the BHTA's online booking system for all training and events
- Achieve on-time, quality and on-budget KPI's
- Work with the Communications and membership Teams to promote events effectively to ensure capacity attendance
- Undertake all administrative tasks associated with all events including ordering of equipment, stationery, materials, refreshments and travel and accommodation for speakers etc. if required

Customer service and support

- Be the first and main point of contact for all events enquiries
- Provide comprehensive, accurate timely information to all event enquirers and delegates
- Develop clear customer service processes for events with relevant colleagues and ensure all involved in events and training delivery are working to these



General Responsibilities

- Represent and be an ambassador for BHTA
- Work to support the mission, ethos and values of BHTA
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
- Support and promote diversity and equality of opportunity in the workplace
- Work collaboratively with others in all aspects of our work

Person Specification

Competency	Essential	Desirable
Knowledge & Experience		
Proven event planning and management experience	X	
Portfolio of previously managed events	X	
Experience of working with significant budgets	X	
Excellent time management and communication skills	X	
Ability to build productive working relationship throughout the organisation and with external contacts at all levels	X	
Ability to manage multiple events independently	X	
MS Office proficiency, knowledge of Adobe	X	
Risk management knowledge and implementation for events	X	
Knowledge of delivering online training and events		X
Degree in Event Management or related field		X
Personal Working Style		
A passion to deliver outstanding results with excellent attention to detail	X	
Excellent organisational skills	X	
Ability to always demonstrate a professional attitude and approach	X	
Desire to ensure healthcare and assistive technology related knowledge is kept up to date to provide relevant advice and guidance	X	
Outgoing and friendly personality	X	
Reliable and an excellent timekeeper	X	
Personal Workload Management		
Ability to manage time and resources effectively and able to work under pressure	X	
A flexible approach to duties and hours and a willingness to sometimes work anti-social hours and weekends	X	



Ability to prioritise own workload and work under pressure to meet deadlines	X	
Provide leadership, motivation, direction and support as a line manager	X	
<i>Working with Others</i>		
A good rapport builder	X	
Ability to develop excellent working relationships throughout the organisation and with external contacts	X	
Good listener and sensitive to the needs of others		X
Flexibility in the undertaking of any other related duties	X	