



JOB DESCRIPTION and PERSON SPECIFICATION

Job description

Job title:	Account manager
Reports to:	Event team manager
Location:	Leeds based – office-based/work from home as required
Contract type:	Fixed term contract for nine (9) months (maternity cover)
Hours:	Full time
Salary:	£24,412
Prepared:	April 2021

PCC is an independent, not-for-profit social enterprise that supports the development of health and care services, providing specialist advice with a focus on primary care, events, flexible expert support, and personal and team development services.

Job purpose

Reporting to the event team manager, the account manager has an operational remit and plays a vital role in delivering our events. You will deliver your own event projects and support the event team manager in delivering larger event and event series' whilst also providing support and advice and mentoring to more junior members of the team. You will be responsible for the detailed planning of your assigned projects, and for client and stakeholder liaison throughout.

This role calls for a highly organised individual who is able to work effectively both independently and as part of a team. Excellent communication and project management skills are vital. You will be passionate about events and focussed on delivering quality every time.

Key responsibilities

- To take ownership of and to deliver medium to large event projects from inception to completion including onsite management and technical support to our online events
- To draft project plans for allocated events, ensuring timely delivery of all elements and keeping key stakeholders up to date with progress
- To support the event team manager in planning and scheduling PCC's event programme
- To support the event team and business development managers in drafting tenders responses, proposals and costings
- Being alert to potential opportunities for ongoing or new business and discussing with the event team manager
- To contribute to ideas for the development of the events function
- To assist the business development manager in maintaining the Eventsforce system, supporting on any technical updates and training required by the team (to be the Eventsforce expert of the national team)

- To build and foster strong working relationships with advisers, clients and key stakeholders
- To ensure correct and consistent use of PCC and where agreed client branding
- To maintain event budgets for own event projects, procuring goods and services within those parameters. Reporting to the event team manager on a monthly basis and ensuring that PCC financial procedures are observed
- To provide best practice event management advice to advisers and clients
- To manage suppliers, ensuring quality service and excellent value for money
- To monitor bookings for allocated events, raising any issues with the event team manager in a timely manner
- To provide administrative account management support to our annual contract holders
- To complete tasks delegated by the event team manager as necessary, this may include deputising from time to time

Other duties

In addition to the above duties the post-holder is expected to ensure that all duties are carried out with due regard to the staff handbook and relevant national requirements such as:

- Confidentiality (Data Protection Act 2018, the United Kingdom General Data Protection Regulations and Freedom of Information Act 2000)
- The health and safety of self and others (Health and Safety at Work Act 1974)
- All CIC policies and procedures relating to their well-being and area of work.

The role holder may be expected to travel extensively and stay away from home on a regular basis

This job description is not exhaustive and the post holder will be required to undertake any other duties commensurate with the grading of the post. The job description will be reviewed regularly, will be supplemented by annual objectives, and may be subject to change in light of developments. Any changes to the job description will take place in discussion with the post holder.

Person specification

The post holder will need to be:

- Educated to degree level or equivalent experience
- Energetic and self-motivated with the ability to manage a heavy workload and work to tight deadlines
- Excellent attention to detail
- Ambitious and results-driven
- Excellent communication and interpersonal skills
- Strong team player
- Confident and assertive with a professional approach
- Good negotiation skills
- Excellent finance and budgeting skills
- Flexible, proactive approach with ability to plan and prioritise own work, managing competing priorities
- Excellent at problem-solving and crisis management with ability to operate calmly and effectively under pressure

The post holder will be required to:

- Demonstrate recent experience of managing complex medium to large events including in a client-facing role, with a proven track record of delivering successful events
- Have experience of writing reports, proposals and costings
- Be IT literate with good working knowledge of Microsoft Office
- Have experience of liaising and building strong working relationships with colleagues and clients
- Have experience of prioritising a busy workload and managing several event projects simultaneously all at varying stages of completion and with competing priorities
- Have experience of managing and monitoring budgets
- Have experience of negotiating with and managing external suppliers and contractors
- Have experience of working to tight budgets
- Demonstrate experience of mentoring
- Have excellent knowledge and ability to use an event management system such as the Eventsforce system
- Have public sector / healthcare events experience