

Job Description

Job Title:	Delivery Officer – Conference
Salary:	£21,750
Contract status:	1-year fixed term (in the first instance)
Hours of Work:	35 hours per week
Location:	Home-based. This role may involve occasional travel within the UK from time to time.
Reporting to:	Conference Manager
Responsible for:	N/A

About ARMA

ARMA (UK) is the professional association for research management in the UK. We currently have around 3,000 individual members from 250 organisations, ranging from Universities and Funding Bodies to the National Health Service and independent Research Institutions. We represent research leaders, managers and administrators, offering professional development and opportunities to build networks, knowledge and skills. We work with UK-wide and international bodies to influence and understand the changing research management agenda, translating the impacts of that change for our members. We work with others to promote public trust in research, communicating its benefits and value. Most of all, we work to enhance research management as a professional partner in the UK research environment. We provide a wide range of membership benefits and development opportunities, including a comprehensive programme of live and recorded workshops and webinars, Study Tours and secondments, an annual conference, a comprehensive website, a regular e-Newsletter, members' magazine and social media channels, Special Interest Group forums, and careers advice, including a mentoring programme and jobs board. ARMA is a not-for-profit company, limited by guarantee and established in May 2006.

About ARMA's Annual Conference

Annual Conference is our flagship learning & development and networking event. Taking place annually, historically in June, our two-day Conference has been attended by around 700 members from all across the UK and beyond. Members are actively encouraged to contribute towards, and take part in this event, and a major component is our parallel sessions designed to cater for all aspects of research management and administration. While the quality of the programme of keynote speakers, plenaries and workshops is

paramount, an important facet of the Conference is the social element and our programme generally incorporates a number of social and wellbeing activities, including the very popular Gala Dinner.

Due to Coronavirus, our 2020 conference was cancelled and in a first for ARMA, ARMA 2021 took place virtually in October. Building on the success of last year's event, ARMA 2022 will take the form of a hybrid model, combining both virtual and face-to-face elements.

About the role

Working with the Conference Manager, Director of Conference and Conference Working Group, the post-holder supports delivery and execution of Annual Conference.

The role includes, but is not limited to speaker management, abstract management, registration and delegate management, sponsorship/ exhibition co-ordination, design, marketing and communications, conference website/ app content management and Conference Working Group coordination.

Main responsibilities

1.	Conference Working Group - In association with the Conference Manager, organising and administering meetings of the Conference Working Group (CWG), including coordinating and issuing meeting papers, attending and minuting, and expediting action points arising.
2.	Speaker Management - From the point of confirmation, managing the speaker journey pre, during and post event, including obtaining descriptions, session titles, biographical details, pre-event briefings, onsite/ green room coordination and post-event expense claims.
3.	Abstract Management - Coordinating the allocation of abstract reviewers, setting up the abstract management system (Oxford Abstracts) and managing the full submission, review and selection process.
4.	Registration and Delegate Management – Setting up online registration pages (RefTech) and monitoring delegate bookings, handling delegate enquiries by phone, email and web.
5.	Sponsorship & Exhibition Coordination – From the point of sale to post-event, supporting the Conference Manager in the administration of sponsor/ exhibitor package inclusions, including obtaining company profiles and logos, stand build, newsletter copy, promo videos, prize donations, quiz questions and magazine artwork.
6.	Virtual/ Hybrid Platform – Supporting the Conference Manager in the overall design and build of the virtual environment (vFairs), including content management, webinar uploading and reporting.
7.	Social Programme – In conjunction with Conference Manager, taking social programme ideas from CWG, researching and coordinating where necessary.
8.	Design, Marketing & Communications – Supporting the Conference Manager in the overall branding and design for conference, basic in-house design work (Canva Pro) and promotional/ delegate mailings (MailChimp).
9.	Supplier Meetings – Attending supplier meetings, deputising for the Conference Manager if necessary, minuting and expediting actions points arising.

10. General expectations

- Adheres to ARMA policies and procedures at all times.
- Covers for other members of the team as necessary.
- Is proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertakes, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Is willing and able to work outside of normal office hours on occasion (where TOIL will be granted).
- Is willing to work flexibly in response to changing organisational requirements.
- Attends and participates in team meetings and other meetings as required.
- Is willing and able to travel within the UK, on occasion, including overnight stays.
- Attends and participates in team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is our aim to reach agreement on changes, but if agreement is not possible, ARMA reserves the right to change this job description.

Person specification

	ESSENTIAL	DESIRABLE
Attainment / Qualifications	• Education to A-level or equivalent experience, including an excellent level of numeracy and literacy. GCSE Mathematics and English (Grades A-C) or equivalent.	
Previous Experience	• Proven experience in conference production of at least 2 years • Abstract management • Speaker coordination • Delegate management • Email marketing • In-house design (basic level)	• Working with an association; in-house or PCO • Virtual/ hybrid conference delivery
Knowledge and Specialist Skills	• Experience using Canva and MailChimp • Communication with colleagues and staff of external organisations, often at a senior level. Requires excellent oral communication skills. • Must work to a high standard of accuracy, with an excellent level of written English. • Experience of communications, particularly social media channels • High level of IT literacy • Excellent problem-solving skills	• Knowledge of Oxford Abstracts or other abstract management systems • Knowledge of RefTech or other registration systems • Knowledge of vFairs or other virtual conference platforms.

Behaviours/competencies

It is essential that ARMA operates professionally, effectively, efficiently, and with customer care, and the members' interests at the heart of its focus. Therefore, in addition to the duties and responsibilities associated with this role, the post holder will be required to evidence that they can have the qualities, or as a minimum the potential to develop the qualities, associated with the following nine behavioural competencies:

1. Managing Self and Personal Skills Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.
2. Delivering Excellent Service Providing the best quality service to our diverse customer base, taking care to monitor expectations are being met or exceeded and building genuine, long term relationships in order to drive up service standards.
3. Finding innovative solutions Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative solutions and workable solutions. Where appropriate, identifying opportunities for innovation.
4. Embracing Change Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.
5. Using Resources Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the organisation.
6. Providing Direction Seeing the work that one does in the context of the bigger picture and taking a long term view. Communicating vision clearly and enthusiastically to inspire and motivate others.
7. Developing Self and Others Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the organisation.
8. Working with People Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wide range of interpersonal skills.
9. Achieving results Planning and organising workloads to ensure that deadlines are met within resource constraints and consistently meeting objectives and success criteria.