

HEL^{OA}

Conference Manager (Delegate Liaison)
February 2024



What is the role?

The Association runs a number of conference events at group and national level each year, aimed at specific segments of the membership, culminating in our flagship National Conference and AGM. This role is based within the UK Training team and will specifically focus on supporting the organisation and delivery of the National Conference. The Conference Manager is an appointed role lasting for 3 years and the appointed person must be a member of HELOA. The ability to reflect on feedback and sector changes to ensure the conference is suitable for a wide range of HELOA members, whilst balancing the need to develop profitable yet good value programmes and events is key to this role.

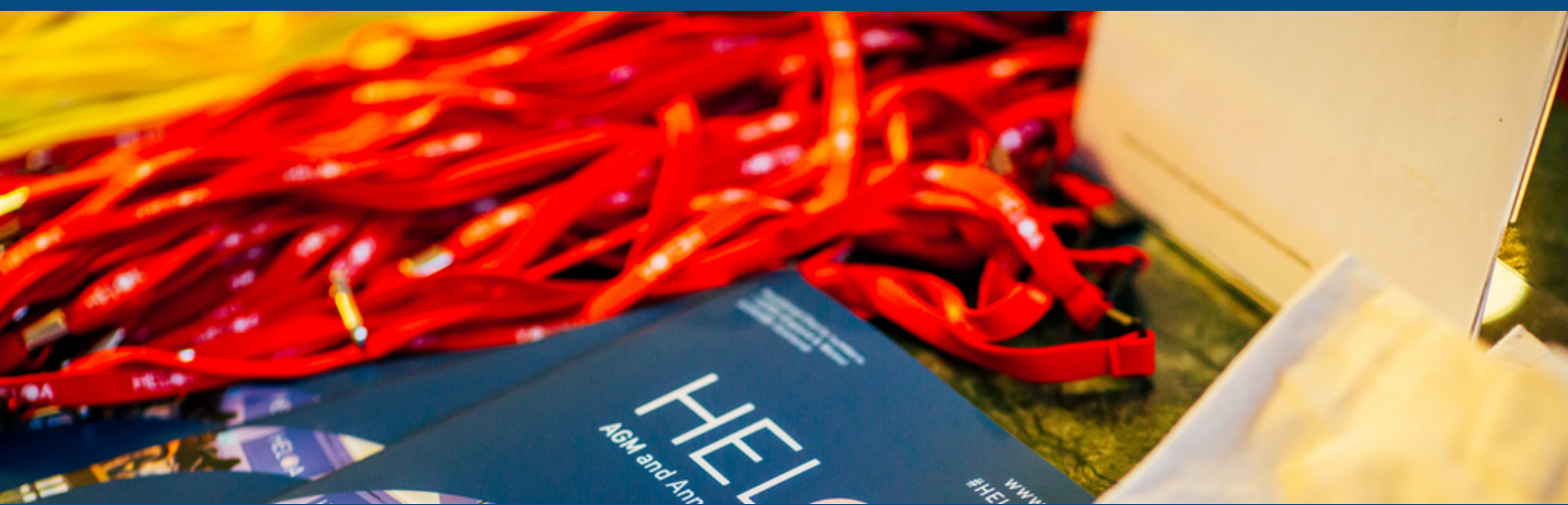
What will you get to do?

This role will specifically focus upon elements of the National Conference that are delegate focused, ensuring communications and information is timely and accurate. Working closely with the UK Vice-Chair (Training) the role will create innovative, insightful and exciting conferences, appropriate to our members and will also collaborate with the HELOA Communications and Partnerships teams during the organisation and delivery of the event.

You will also work with the wider HELOA Training team to support the delivery of various HELOA Conferences (NPC/PDC) and webinars (where required) and support our commitments in the HELOA Strategy.

What will you get to learn?

- Working with internal teams and external partners to produce excellent conferences
- Increased event management skills
- Increase assertiveness and tactful approaches to stakeholder management
- Project managing events remotely and face to face
- Enhance your sector knowledge and awareness of policy
- Experience of remote working and coordinating events with colleagues from all over the UK



The Conference Manager (Delegate Liaison) will be expected to:

- Oversee the implementation of the National Conference and work closely with the HELOA Office and Finance team to manage the bookings, delegate liaison and administration
- Ensure delegate needs (e.g. access needs and dietary requirements) are met by working with the Conference Manager (Venue Liaison), sharing accurate and timely information
- Work closely with the HELOA Communications team to create content for the website and delegate materials for the conference
- Work closely with the HELOA Partnerships team, liaising to arrange sessions, accommodation, gala dinner etc. and advising on cost and key information for HELOA partners and sponsors
- Share information with Group Chairs to support Group level engagement and delegate experiences at the conference
- Liaise with the UK Vice-Chair (Training) to ensure the conference programmes reflect the needs of the membership
- Work closely with the UK Vice-Chair (Training) and the UK Vice-Chair (Partnerships) to identify potential speakers from the UK network of HELOA partnerships who can contribute to the Conferences
- Provide the National Conference reports to the UK Vice-Chair (Training) in time for the appropriate UK Committee Meeting
- Undertake such additional responsibilities as periodically requested by the UK Committee

What are we looking for?

We're looking for a motivated, team player who's interested in training and both physical and virtual events going forward and can demonstrate the following:

- Excellent organisational skills
- Strong written and verbal communication skills
- Excellent interpersonal and customer service skills
- Excellent attention to detail
- Skilled at time management to fit HELOA duties around your day job

Reporting Procedure

The Conference Manager will report to the UK Vice-Chair (Training). Attendance at UK Committee meetings is encouraged (there are approximately four meetings per year) and attendance at the National Conference is compulsory.

Remuneration

Roles with HELOA are undertaken on a voluntary basis. HELOA covers all travel, accommodation and sustenance costs for UKC meetings. As attendance at national conference is compulsory, a funded conference place will be provided each year for the duration of the role.

If you have any enquiries, please get in touch with Emily Day, UK Vice Chair (Training)
email: training@helo.co.uk

Registered Charity numbers: 1182953 (England & Wales) and SC050285 (Scotland)

