
Job Profile – touch associates Limited

Title: Meeting & Event Coordinator - Pharma

Reports to: Senior Meeting & Event Manager / Operations Lead

Job purpose:

To assist with the planning and execution of events from conception through to completion

At touch associates, we believe that....

- ✓ Loving what you do is infectious
- ✓ Events & Communications need to be engaging. Only then will they deliver results
- ✓ We learn every day, inspired by your world, the Events & Communications industry and the ever-fascinating interactions with human behaviour
- ✓ There is always something to share

Key responsibilities and accountabilities:

Client Management

- Support the Client team in the preparation of RFP & Proposals as required
- Attend Client pitch / presentation as required
- Attend Client meetings, calls and reviews on a regular basis or as required

Project / Event Operational Delivery Management

- Support in the update of the operational touch process within PROJECT LAB 360 on a regular basis or as and when required
- Support in the update of the Project Management Tool (COSMOS) to reflect project timelines
- Support in the delivery of multiple sized projects of varying complexity within client timeframes and budget specified
- Acquire in-depth knowledge of Healthcare / Pharmaceutical meeting planning (including, but not limited to, Steering Committee Meetings, Investigator Meetings, Advisory Boards, Symposia and similar)
- Ensure accurate Data management
- Support in the communication, timelines and priorities within each project
- Develop client relationships
- Support in the management of supplier relationships
- Adhere to client specific SLA's and process requirements where necessary
- Travel to onsite inspections and project manage events onsite as and when required
- Support in the monitoring of negotiations throughout the project life
- Attend meetings within the project team to provide project status updates
- Attend 'kick off' meetings 'briefings' and 'de-brief' meetings as and when required
- Adhere to 'on-site' etiquette at all times ensuring a positive representation of touch

Client Governance

- Liaison with Governance Team to ensure all process documents are up to date and accurate
- Ensure compliance with all client and company privacy and security protocols
- Ensure compliance with GDPR (General Data Protection Regulations) 2018 Regulations

Budget Reconciliation & Finance Management

- Support in the collation of all information relating to client budgets ensuring:
 - Client SLA's are taken into account
 - Profit maximization
 - Accurate charging of costs (Supplier & Expenses) to the budget
- Review and ensure currency exchange is managed in line with financial updates and checked regularly
- Ensure prompt reconciliation post event (maximum 30 days or client specific)
- Manage and submit personal expenses and credit card reconciliations within timeframes specified

HubPlanner

- Input of timesheet activity on a weekly basis

The Big Intimacy

- Ensure personal conduct is consistent with touch values and live those values everyday:
 - Fun
 - Adventurous
 - Creative
 - Trusted
 - Courageous
 - Loyal

General

- Work collaboratively with Operations Team, Peers and all teams to ensure effective delivery of all client projects
- Attend company training days as and when required
- Attend company meetings as and when required

Enjoy what you do and never be afraid to go the extra mile to exceed the client expectations adding wherever possible a little **touch** of sparkle