
Job Profile – touch associates Limited

Title: Senior Meeting & Event Planner - Pharma

Reporting to: Operations Lead

Job purpose:

Responsible for the planning and execution of large & complex events from conception through to completion.

At touch associates, we believe....

- ✓ 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 implementation of all Client Relationship Strategies
- 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
- Communicate changes to Client structure as and when relevant

Project / Event Operational Delivery Management

- Manage and oversee the update of the operational touch process within PROJECT LAB 360 on a regular basis or as and when required
- Manage & oversee the update of the Project Management Tool (COSMOS) to reflect project timelines
- Manage and oversee the delivery of multiple sized projects of varying complexity within client timeframes and budget specified
- In-depth knowledge of Healthcare / Pharmaceutical meeting planning (including, but not limited to, Steering Committee Meetings, Investigator Meetings, Advisory Boards, Symposia and similar)
- Accurate Data management
- Set, communicate and drive timelines and priorities within each project
- Communicate, maintain and develop client relationships
- Manage and oversee supplier relationships
- Adhere to client specific SLA's and process requirements where necessary
- Provide leadership, motivation, direction and support to your project team wherever appropriate
- Travel to onsite inspections and project manage events onsite as and when required
- Manage and oversee negotiations throughout the project life
- Manage and implement regular communication and 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 client and company SLA's
 - 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

- Review and give final sign off to all 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 working days or client specific)
- Manage and submit personal expenses and credit card reconciliations within timeframes specified

People Management (as appropriate)

- Working with the Operations Lead, monitor development plans for all team members taking into account:
 - Current Skills Analysis
 - Training Needs Analysis
 - Individual's Needs & Desires
 - Development Planning Strategies
- Develop, mentor and coach all direct reports ensuring periodic meetings to discuss progress and review development plans
- Provide consistent leadership, motivation and direction to all team members
- Ensure all Operations teams are consistently sharing best practice and delivering to **touch** standards at all times
- Participate in the interviewing and selection of new team members once approved by Board Director
- Provide solutions for resource requirements to Operations Lead for approval
- Provide the Operations Lead with financial updates for all projects within your remit
- Provisional approval for holidays and lieu days for all direct reports, seeking final approval via Operations Lead

HubPlanner (as appropriate)

- Input of timesheet activity on a weekly basis
- Review utilization for all direct reports and support the Operations Lead
- Review timesheets for line reports and support the Operations Lead

The Big Intimacy

- Ensure touch culture is consistent and behaviours reinforced ongoing throughout the teams (as appropriate)
- Ensure personal conduct is consistent with touch values and live those values everyday:
 - Fun
 - Adventurous
 - Creative
 - Trusted
 - Courageous
 - Loyal

General

- Work collaboratively with Board, 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