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## Job Profile – touch associates Limited

**Title: Meeting & Event Planner - Pharma**

**Reporting to:** Senior Meeting & Event Planner / Operations Lead

**Job purpose:**

Responsible for the planning and execution of 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 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 & update the operational touch process within PROJECT LAB 360 on a regular basis or as and when required
- Manage & update Project Management Tool (COSMOS) to reflect project timelines
- Manage and deliver 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 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
- Track negotiations throughout the project life
- 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

#### **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 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