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## Job Profile – touch associates Limited

**Title:** Delegate Manager

**Reporting to:** Senior Delegate Manager / Delegate Operations Lead

**Job purpose:**

To create, manage and report on registration data using our current or client CRM platform and manage delegate communications.

**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 Registration / Operational Delivery Management**

- Delegate Management
  - Attend all 'kick off' meetings to ensure full understanding of project requirement and delivery timeframes
  - Plan and produce project timelines and milestones for delegate management using appropriate tools and internal process documents
  - Ensure time frames for delegate management are specified and agreed with the project manager and external suppliers
  - Manage personal, client specific, meeting specific shared inboxes
  - Manage all delegate communications, ensuring responses to all delegate queries are actioned in a timely manner
  - Manage communication of delegate status updates to clients in a timely manner
  - Manage ongoing communication of data to suppliers within project timeframes
- Website Management
  - Ensure that you are proficient in the use of Cvent Event Management Software
  - Excellent attention to detail applied to all areas of website testing
  - Manage the checking and cleansing of all external data received from clients and/or suppliers
  - Manage and adhere to the processes necessary to accomplish goals and adhere to timelines in the most efficient and effective way
  - Accurately prioritize problems/initiatives in time sensitive situations and work on multiple projects simultaneously

- **Data Management**
  - Manage all data obtained during the registration process ensuring checking and cleansing regularly throughout the lifecycle of the meeting
  - Manage and update contact information stored within the CRM database and internal databases
  - Manage data in a sensitive and careful manner with excellent attention to detail
  - Abide by company policies and compliances' around data protection and reinforce these where necessary
  - Manage & utilise all training and process documents, project plans and associated communication documents
- **Reporting**
  - Manage client expectations with regard format/types of reports and frequency of the provision of reports
  - Manage and deliver status reports, progress reports & supplier reports as standard
  - Manage all templates ensuring all in place and have been set up by the DETM in accordance with client and supplier requirements
  - Test and sign off all reports that have been set up by the DETM
  - Set up additional reports (as required) during the lifecycle of the meeting
  - Ensure an understanding of client specific reports required for such purposes as internal auditing, TOV (Transfer of Value) reporting, HCP (Health Care Professional) reporting and data reporting
  - Finalise all post event reporting for reconciliation purposes and collation of post event survey results (if applicable)
  - Manage and ensure that reports are formatted as per the standard delegate management operating process and are password protected before sharing externally online
- **Supplier Relationship Management**
  - Manage, Develop and maintain all supplier relationships
  - Work with suppliers to obtain best prices and best practice throughout all projects
  - Directly liaise with suppliers to provide data lists for applicable services

#### **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**

- Provide relevant data to support the client reconciliation / reporting and ensure the following are taken into account:
  - Client SLA's
  - 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
- Recommend relevant budget changes where necessary to 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