
Job Profile – touch associates Limited

Title: Senior Registration Manager

Reporting to: Operations Lead

Job purpose:

To create, manage and report on registration data using our current or client CRM platform and manage delegate communications. Where appropriate to manage the team, and ensure implementation of best practices and procedures.

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
 - Arrange, manage and attend all 'kick off' meetings to ensure full understanding of project requirement and delivery timeframes
 - Plan, manage 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 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 Delegate Operations Lead and Group Talent 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 Delegate Operations Lead
- Provisional approval for holidays and lieu days for all direct reports, seeking final approval via Delegate Operations Lead

HubPlanner (as appropriate)

- Input of timesheet activity on a weekly basis
- Review utilisation for line reports and support Delegate Operations Lead
- Review timesheets for line reports and support the Delegate 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