

## Job Profile

**Title:** Delegate Manager

**Reporting to:** Senior Delegate Manager

### MEET TOUCH

Ultimately, at Touch, we are all are moment makers...

Operating as a full-service creative events agency since 2010, we deliver unparalleled experiences for world-leading brands, corporations and life science companies from our offices in both the UK and US.

Our culture The Big Intimacy is what drives us as individuals.

**“The more we understand, the better we connect. The better we connect, the more powerful the relationship.”**

With a genuine passion for creating bespoke, innovative and impactful connections, paired with our expert understanding of complex industry governance, we bring events to life with unforgettable power.

And, it's The Touch Equation which powers us...

### **(WISDOM X IDEAS) + EXECUTION**

The alchemy of creating truly unforgettable experiences lies in the perfect blend of creativity and wisdom, ignited by flawless execution.

When we infuse our imaginative ideas with invaluable insights and push the boundaries of what's possible, the result is nothing short of magic.

So we dream big, push the limits and never settle for anything less than the extraordinary. Because when we bring together creativity, wisdom and execution in perfect harmony, the possibilities are endless.

#### **Job purpose:**

To lead the delegate area on each assigned project or workstream creating, maintaining and successfully delivering the event registration, attendee management and technology services. Acting as an ambassador for Touch Associates, both internally and externally, and working collaboratively with stakeholders at all levels.

#### **Key responsibilities and accountabilities:**

##### Governance

- Work closely with the governance team to ensure all processes and templates are being used and communicate any changes promptly to teams
- Ensure compliance with all client and company SLAs
- Data privacy:
  - Manage all client and attendee data in a sensitive and careful manner utilising all quality and security processes in place
  - Take responsibility for monitoring and training new team members where required on data-handling processes for assigned projects
  - Promptly flag to line manager or operations lead any concerns regarding data privacy
- Follow all company processes, including client-specific PL360 templates and processes as required



## Client Management

- Lead client update calls for assigned projects confidently delivering the status of the delegate elements
- Suggest and implement process improvements for client processes and procedures
- Demonstrate an in-depth understanding of the client business
- Proactively communicate with clients to resolve queries/ challenges on allocated projects
- Supporting as required in the preparation of RFP responses and pitch documents

## Operations & Project Delivery

- Attend kick-off meetings internally and externally to understand all requirements for assigned projects
- Gain all required information for assigned projects based on detailed knowledge of processes and experience in delegate programmes
- Produce project timeline in conjunction with assigned project manager, including all major milestones for delegate programmes
- Ensure all supplier deadlines for assigned projects are met and develop excellent supplier relationships
- Ensure that the project is delivered within timeframes specified
- Communicate project expectations to clients in a timely manner
- Travel to assist client events onsite (this could be worldwide)
- Using a commercial mindset, support both Touch and clients in achieving the best value on assigned programmes, maximising client cost savings and Touch profit margins:
  - Supplier negotiation
  - Cost reduction
  - Efficiency savings

## Delegate Management

- Effectively prioritise and manage multiple inboxes, personal and project specific, ensuring all members of the team are following the correct processes and SLAs
- Create and maintain effective delegate communications throughout the lifecycle of the project
- Take responsibility for prompt and accurate client updates of registration data and summaries
- Proficient in the use of Touch preferred event technology solutions including:
  - Creating reports (standard and client-specific)
  - Creation, maintenance and use of invitation lists
  - Intermediate capabilities with content update (incl some HTML knowledge)
  - Understanding of multi-path registration flows incl travel and hotel modules
  - Creating and managing event emails
- Strong data analysis skills – filtering and summarising data
- Advanced proficiency in Microsoft Excel
- Ensure all websites are effectively tested and documented, including client feedback
- Manage, check and cleanse all external data received from clients and/ or suppliers
- Manage the delivery of status reports, progress reports, post-event reports and supplier reports as standard, ensuring all deadlines are met
- Full understanding of industry and client-specific reports required for such purposes as internal auditing, TOV (Transfer of Value) reporting, HCP (Health Care Professional) reporting and data reporting
- Ensure post-event reconciliations are provided accurately and within client SLAs, clearly showing negotiated cost savings and value adds as required
- Lead the creation and management of post-event surveys working with internal teams to produce actionable feedback results and analysis

## General

- Work collaboratively with board, peers and all teams to ensure effective delivery of all client projects, including travelling on site as required
- Attend company training days as and when required
- Attend company meetings as and when required
- Undertake any additional tasks as required to support the business



## The Big Intimacy

Every day at Touch, Be:



Enjoy what you do, never be afraid to positively challenge and go the extra mile to exceed client expectations, adding wherever possible a little touch of magenta magic!