



## Job Profile –

**Title:** Delegate Coordinator

**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 support the Delegate team in the creation, management and delivery of required event registration before, during and after allocated events. To lead small/medium projects, or workstreams within larger programmes working closely with the delegate engagement and project management teams.

### **Responsibilities and accountabilities:**

- Learn and become proficient in the use of all touch preferred event technology software solutions including Cvent, 6connex, Aventri, crowdcomms and bespoke web-based systems.
- Support in the management, development and launch of event technology solutions including registration websites, virtual environments and apps
- Work with Senior Delegate Engagement Manager to prioritize workload in time sensitive situations and work on multiple projects

- Show some understanding and market awareness of other event technology solutions

## Delegate Management-Specific

To support the Delegate Engagement team in the creation, management and delivery of event registration and data capture before, during and after allocated events. To lead small/medium projects, or workstreams within larger programmes working closely with the delegate management, technology and project management teams.

### Responsibilities and accountabilities:

- Support in the management of personal, client-specific, and meeting-specific shared inboxes
- Support in the management of all delegate communications, ensuring responses to all delegate queries are actioned in a timely manner
- Support in the management of all communications of delegate status updates to clients in a timely manner
- Support in the management of ongoing communication of data to suppliers within project timeframes
- Proficiency in the day-to-day use of touch-preferred event technology solutions
- Support in the management, checking and cleansing of all external data received from clients and/or suppliers
- Support in the management and delivery of status reports, progress reports & supplier reports as standard
- 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
- Support in the finalisation of all post-event reporting for reconciliation purposes and collation of post-event survey results (if applicable)
- Support in the client reconciliation process ensuring client SLAs and accurate charging of costs.

### Other Key responsibilities and accountabilities:

#### Governance

- Liaise with Governance team to ensure any process or template updates are communicated
- Ensure compliance with all client and company SLAs
- Data privacy:
  - Ensure compliance with all client and company privacy and security protocols
  - Ensure compliance with GDPR 2018 regulations
  - Flag to Line Manager or Operations Lead any concerns regarding data privacy immediately
- Follow all company processes, including client-specific PL360 templates and processes as required

## Client Management

- Support Delegate Engagement Leads in preparation of data for client/project status meetings
- Attend client meetings, calls and reviews as required
- Suggest improvements for client/project processes
- Communicate with clients on allocated projects by phone & email

## Project Delivery

- Support the Delegate Engagement Leads in the planning and scheduling of project timelines and milestones using appropriate tools. Ensuring that the project is delivered within time frames specified
- Support in the communication of project expectations to clients in a timely manner
- Attend 'kick off' meetings to ensure full understanding of project requirement and delivery timeframes
- Travel to assist client Events onsite (this could be worldwide)

## 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 task 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 the client expectations!