

## Job Description – Senior Delegate Manager

**Location:** Swindon Hybrid Working (*Remote working considered*)

### Company Description

veSpace is an award-winning event management & venue find company specializing in organizing conferences, awards dinners, road shows, incentives, and corporate events globally. We are dedicated to delivering exceptional experiences and fostering meaningful connections for our clients and attendees.

### Position Overview

We are seeking an experienced and dynamic Senior Delegate Manager to join our team. The Senior Delegate Manager will be responsible for, keeping up to date with the latest event technology trends, building event registration websites & Apps, overseeing the delegate registration process, managing attendee relations, and ensuring the seamless execution of all delegate-related aspects of our events.

### Key Responsibilities

#### **Delegate Registration Management:**

- Manage the registration process from start to finish, including but not limited to:
  - Taking client briefs
  - Budget management & ownership
  - Registration website build
  - Event app build
  - Attend and lead client calls
  - Provide detailed and efficient pre & post event reports

#### **Attendee Communication and Engagement:**

- Serve as the primary point of contact for delegates, providing timely and helpful information before, during, and after the event.
- Develop communication materials, such as confirmation emails, event guides, and FAQs, to keep delegates informed and engaged.
- Monitor feedback and suggestions from delegates to identify areas for improvement and enhance the overall attendee experience.

#### **On-site Management:**

- Coordinate with various teams to ensure smooth on-site registration and check-in processes.
- Manage the registration and help desks and ensure they are well-equipped and staffed to provide exceptional service.
- Ownership of the event app and engagement tools onsite.
- Address any delegate issues or concerns that arise during the event promptly and effectively.

#### **Data Analysis and Reporting:**

- Collect and analyze delegate data to identify trends, demographics, and preferences.

- Generate comprehensive post-event reports to evaluate the success of delegate management strategies and make recommendations for future events.
- Maintain accurate delegate records and ensure compliance with data protection regulations.

### **Team Leadership and Collaboration:**

- Support wider events team when necessary and where working hours allow.
- Work alongside the delegate dynamics director to mentor the existing team, train new team members, providing guidance and support to ensure their success.
- Collaborate closely with other departments, including events team, marketing, operations, and finance, to coordinate efforts and achieve overall event objectives.
- Represent the delegate management team in meetings with clients and stakeholders, presenting updates and insights as needed.
- Work alongside the Delegate Dynamics Director to look at how we can continuously evolve and advance our technology offerings in house.

### **Experience**

- Proven experience of building and using registration tools and systems, experience in Cvent would be advantageous.
- At least 2 years' experience in an event environment in a digital / delegate management role.

### **Skills & Qualifications**

- Be able to prioritise your work, have excellent organisational skills and a real eye for detail.
- Be passionate in your approach to work, committed, hardworking and a real team player.
- Be a fast learner and creative thinker, have the ability to think outside of the box.
- Be flexible to changing working demands.
- Have the ability to work to strict and tight deadlines.
- Be a good decision maker and exercise appropriate judgment.
- Be of strong intellectual ability.
- Have good analytical skills.
- Have excellent written communication.
- Have the ability to work on your own initiative as well as follow direction when required.
- Negotiating skills
- Supplier knowledge
- PC literacy including Excel, PowerPoint & Word
- Able to work under pressure and meet targets.

### **Required Competencies**

<b>Enthusiasm</b>	Being passionate about what you do and sharing this with your team, co-workers and clients
<b>Accountability</b>	Being accountable for one's own actions; taking ownership of work
<b>Attention to detail</b>	The ability to process detailed information effectively and consistently

<b>Initiative</b>	The ability to recognise and create opportunities and to act accordingly, rather than waiting passively for it to happen
<b>Learning ability</b>	The ability to absorb new information readily and to put it into practice effectively
<b>Negotiating</b>	The ability to obtain maximum results
<b>Planning &amp; Organising</b>	The ability to determine goals and priorities and to assess the actions, time and resources needed to achieve those goals
<b>Verbal &amp; Written skills</b>	The ability to communicate clearly in verbal or written language

**OUR COMPANY VALUES:** Elegant, Together, Innovative, Real, Focused

**Reports to** – Delegate Dynamics Director, Emily Campbell

**Direct reports** – None

**Work Hours and Benefits**

- Monday – Friday, 9.00 am – 5.30 pm. Please note this role requires travel, which may incorporate an earlier start or a later finish. Please also note client event hosting is a necessary part of the role, which sits out of office hours
- **XX** Holidays
- Company Laptop
- Company mobile
- Long Service recognition scheme
- Monthly and annual employee recognition
- Flexible holiday scheme
- Death in service life insurance
- Access to travel industry hotel rates