**Job Description – Delegate Dynamics Director**

**Reports to:**

COO

**Direct Reports:**

Three

**Role Purpose**

To develop, create, coach and lead a first-class Delegate Division, whilst achieving margin percentage set for the division and delivering operational excellence in all builds and services to include Websites / Apps / Delegate Management / On site badging / All other services offered.

To always be ahead of the game and ensure the division is offering state-of-the-art solutions for delegates interaction in addition to challenging the team and us on how we can hit our annual margin targets.

Maximise the use of CVent to drive overall business efficiencies and make recommendations for business change and achieve all objectives set for the division

whilst supporting the business in making us an employer of choice.

To live and breathe our values and to ensure they are at the heart of all business relationships and decisions.

**Key Role Responsibilities**

* To mentor the delegate division, including conducting regular 1-2-1 meetings
* To work closely with all divisional / department heads to ensure they can sell your product
* To attend monthly board meetings
* Compiling & presenting proposals to clients.
* Managing bookings from initial enquiry, building, live days
* Conceiving innovative and creative events.
* Creating and rolling out processes with in the DDD team to stream line the team
* Working across companies to sell our DDD services and align processes
* Presenting plans and proposals to clients.
* Adhoc on supporting events on-site to enhance the delegate experience (includes regular time away from home and overnight stays)
* Invoicing and general administration

**Required Competencies**

* **Cvent** – A current user of the tool with a proven track record of using Cvent. Must be experienced in utilizing the tool, to create innovative websites and be able to problem solve for client and the team
* **Leadership Skills-** The ability to be a role-model for the team and lead a team to positive actions and outcomes, whatever is placed in your way
* **Management Skills-** The ability to manage a team’s workload, find positive solutions and always showing care and compassion to the team
* **Integrity-** Delivering on your promises and being trustworthy
* **Enthusiasm-** Being passionate about what you do and sharing this with your team, co-workers and clients
* **Problem Solving –** The ability to provide reasoned and considered solutions to common and uncommon challenges.
* **Accountability-** The ability to process detailed information effectively and consistently
* **Attention to detail-** The ability to process detailed information effectively and consistently
* **Initiative-** The ability to recognise and create opportunities and to act accordingly, rather than waiting passively for it to happen
* **Learning ability-** The ability to absorb new information readily and to put it into practice effectively
* **Negotiating-** The ability to obtain maximum results
* **Planning & Organising-** The ability to determine goals and priorities and to assess the actions, time and resources needed to achieve those goals
* **Verbal & Written skills-** The ability to communicate clearly in verbal or written language
* **Stress Management-** The ability to perform under pressure and in adversity whilst maintaining an enthusiastic, positive outlook and attitude

**Experience**

* Minimum of 5 years’ experience in a client / agency in the events division or similar operational role.
* Previous experience of managing the tech side of events
* Proven track record in results for
	+ Financial targets
	+ Team success, development and effective leadership
	+ Evolution of a product

**Skills & Qualifications**

* Experienced user of Cvent, able to build complex websites from scratch, app and badging technology
* Creating innovative tailor-made events
* Supplier knowledge
* PC literacy including Excel, PowerPoint & Word
* Strong organisational skills
* Able to work under pressure and meet targets.

**Work Hours and Benefits**

* Work Hours: Monday to 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 hosting is a necessary part of the role, which sits out of office hours
* Holiday Entitlement: 25 Days

**Other Benefits:**

* Company laptop and mobile phone
* Long Service Recognition Scheme
* Monthly and Annual Employee Awards
* Flexible Holiday Purchase Scheme
* Death in Service Life Insurance
* Access to travel and hospitality discounts
* Cycle to Work Scheme

**Our Company Values**

Elegant | Together | Innovative | Real | Focused

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**