

BNC RECRUITMENT

Support Services for Event Professionals | Vacancy advertising for hiring companies |
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Experience Executive – Fixed Term Contract

Ref BNC188

Title	Experience Executive
Reports To	Experience Director
Department	Operations & Logistics
Location	London, EC1N
Salary	£22,000- 25,000
Employment Dates	02.01.2019 – 31.12.2019 - TBC

Come and work for a global market leader that prides itself on producing stimulating conferences, exhibitions and award ceremonies and creating world class solutions for clients.

Position Purpose:

Co-ordinate and manage the logistics and quality of events to ensure cost-effective, well-run events which provide customers with a truly great experience.

Key Responsibilities:

1. Experience planning and internal project management Devise the experience plan with project team and implement it.	<ul style="list-style-type: none">• Attend initial project meeting with production and sales team.• Brainstorm and schedule an experience plan.• Implement regular project meetings and maintain communication with event team.• Brief all staff before any event.
2. Event experience and on-the day management Ensure the company presents a high quality event on the day and continually work to improve our standard of service.	<ul style="list-style-type: none">• Follow company procedure for hosting events - registration, staging, conference delivery, exhibition, catering, special events and entertainment.• Meet and brief hostesses before event.• Manage all suppliers onsite.
3. Cost and budget management Ensure event costs are contained and accurately managed without compromising quality of service and customer experience.	<ul style="list-style-type: none">• Minimise and keep accurate records of all costs: technical, speaker, venue, AV and documentation.• Check, submit and file all invoices.• Revise experience expenditure budget according to revenue.• Allocate accurate operational costs in event budgets monthly and close the post-event budget.

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<p>4. Manage suppliers Maintain supplier relationships and always negotiate maximum service at minimum cost.</p>	<ul style="list-style-type: none">• Appoint and brief venue, contractors, freight forwarders, registration system operators, AV and minor suppliers.• Set up and manage floor plans in advance of exhibitor promotion.• Ensure all arrangements are clear, precise and in writing.• Foster supplier relationships and always seek out the best to do business with.
<p>5. Exhibitor and sponsor management Ensure sponsors and exhibitors are briefed accurately on their logistical requirements of their participation at the event.</p>	<ul style="list-style-type: none">• Create, send out and follow up the online exhibition manuals.• Primary customer service point for all sponsors and exhibitors' queries.• Arrange signage, menus, stands and other promotional features as per sponsor/exhibitor contracts.• Create and manage the build-up timetable and oversee break-down.• Compile exhibitor information for onsite show guide.• Respond to emails and phone calls within 24 hours.

Key skills

- Educated to degree level
- Attention to detail
- Problem solving skills
- Customer service focused
- Commercially minded, business acumen
- Superior written and verbal communication skills
- Interpersonal, relationship management and networking skills
- Initiative - proactive and able to work independently
- Able to work with others in a team
- Innovative and creative
- Dependable – takes responsibility for own actions, keeps commitments
- Proven exceptional communication skills, both written and verbal
- Highly organised - Planning/time management/self-organisation and self-discipline
- Calm under pressure
- Word processing and basic spreadsheet fundamentals.
- Experience of Salesforce desirable but not essential.

The company is based in Central London and some travel may be required.

Please submit CVs to Melissa Paulden at The BNC - QUOTING REFERENCE BNC188 - who will then forward all appropriate candidates to the hiring company: melissapaulden@thebnc.co.uk