



IPFA Job Specification

Operations Coordinator

Reporting to:

Head of Operations

Direct Reports:

N/A

Based:

UK, can work remotely

Main purpose of the role:

As an organised, driven and enthusiastic Operations Coordinator, you will be responsible for delivering on a pipeline of activities, liaising with various stakeholders to develop the content and juggling multiple sessions at different stages overseeing all areas, such as content development, logistics, marketing and delivery.

You will also be there to support the Operations Department in the delivery of their activities should they require further assistance.

Main duties and responsibilities:**Operations Department**

- Collaborate with members to manage and deliver on an existing pipeline of events and webinars for our branches globally. Working from initial concept to finished product, you will manage all aspects of the activity, including logistical coordination, marketing, speaker liaison, working on multiple sessions simultaneously.
- Liaise with member hosts via frequent email and telephone contact to ensure the smooth running of the session.
- Produce marketing materials for each event including, invites, mailings, event collateral.
- Coordinate speaker invitations to formalise agendas.
- Ensure all administrative documentation for the activity is updated and completed, including:
 - Presentations, forms, spreadsheets
 - Event registrations
 - CRM/website
- Provide support to the Operations Team with the delivery of their activities, where reasonable
- Travel to and represent the organisation, at events nationally and internationally, where appropriate.
- Networking at internal and external events to develop relationships with industry contacts
- Assist as and when required, with any other office duties which may arise.



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Operations Coordinator

Knowledge, experience and skills:

Essential:

- 2 years' experience of relevant events / operations experience
- Working knowledge of key areas such as events management, marketing etc.
- Be proficient in the use of Webex, Zoom, Microsoft Teams and other event delivery platforms
- Fluent in English. Excellent written and verbal communication skills
- Be proficient in the use of Microsoft Office including Word, Excel, Publisher, Outlook and PowerPoint

Desirable:

- Fluent in another language besides English
- Additional marketing qualifications
- Experience working for a membership association

Person Specification:

- Outstanding time management, project management and organisational skills
- The ability to develop and manage relationships both internally and externally at all levels
- Ability to respond efficiently and effectively to queries and requests from team members, other managers and clients
- Maintains a high level of accuracy when working under pressure and to tight time
- Proactive, creative and imaginative problem-solver
- Keen desire for continuous improvement
- Empathetic, clear and confident communicator with people at all levels and in varying situations
- Ability to recognise situations which need escalating to a more senior member of the team
- Keeps manager regularly informed of activities and tasks
- Ability to work effectively on own or within a team
- Enjoys hitting deadlines and working towards achieving milestones
- Friendly, personable, positive approach
- Welcomes working with creative and entrepreneurial characters

Everyone who works at IPFA is expected to be flexible regarding their duties. Job descriptions will evolve and change over time and are not exhaustive lists of what we are expected to do.

IPFA is committed to diversity and has an equal opportunities policy and we encourage individuals from a diverse range of backgrounds to apply for the position. We recognise and respect that individuals may not want to disclose aspects of their identity and every candidate will be assessed only in accordance with their merits, qualifications, and ability to perform the duties of the job.