



Role Profile

Job title: Operations Executive
Reporting to: Operations Project Manager

Contract period: Temporary one year contract (start date 01 January – end date 31 December 2012)

Job Purpose

To support to the Operations Team to ensure IBC event operations are proactively planned, managed and delivered efficiently and meet the expectations of all stakeholders (internal and external). You are expected to manage a series of high profile projects (see list attached).

Responsibilities

- To support the Operations Team on specific named Projects and to manage a portfolio of projects (see attached list). This list could change throughout the year.
- To work alongside the Conference Team to be responsible for the planning, co-ordination and delivery of all conference logistics.
- To be responsible for the Operations Team general email inbox and incoming calls, responding to general enquires.
- To assist with maintaining and ensuring the Real Estate master spreadsheet and the Event Project Plan is updated and accurate.
- To support the IBC Operations Team onsite at the RAI to ensure efficient communication between IBC, internal and external stakeholders and contractors and suppliers.
- To co-manage the on-site Ops Office at the RAI Exhibition Centre in Amsterdam for the duration of the tenancy period in September 2012.
- Ad hoc support to the Ops team as required.

Person Specification

- A seasoned event professional with approximately two year's experience. This is not an entry level events role.
- An effective and committed team player.
- A disciplined administrator.
- A confident communicator.
- This role involves managing multiple projects with conflicting and competing deadlines, so the ability to multi task with a high work rate is vital.
- As such, an excellent time manager is also necessary.
- Excellent interpersonal skills to liaise with various suppliers, internal and external customers and contractors across the globe.
- Patient and calm manner.



Skills

- Good customer service skills.
- Strong IT skills especially MS Office, MS Word and MS Excel .
- Strong attention to detail.

Operations Executive Projects.

This list is not exhaustive or exclusive and may change throughout the year depending on the business's priorities.

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| Conference logistics |
| IBC Exhibitor's Party at the IBC event |
| Flights and Accommodation for all IBC staff throughout the year and onsite |
| Onsite transport coordinator (GVB trams and Shuttle buses) |
| Temporary staff uniforms |
| Health & Safety Personal Protective Equipment Order |
| Staff catering onsite |
| Onsite (RAI tenancy) Communications |
| Real Estate & Event Project Plan administrative support |
| Event Scout (researching competitor events) |
| Press Area Management |
| Support for the IBC Awards via the Operations Project Manager and Marketing Team |
| IBC Social Programme management |
| Recruit and manage temporary staff team onsite |
| In house events coordinator (Christmas, RAI meetings) |
| Hostess scheduling |
| Onsite furniture orders |
| Secondary support for Business Development Projects, Added Value areas at the event and any other new projects. |