

Job Description



Events Manager

The opportunity

[The Intensive Care Society \(ICS\)](#) is the heart of the UK's intensive care community, bringing together doctors, nurses, psychologists, pharmacists, and allied health professionals who dedicate themselves to saving and transforming lives. Our mission is to foster groundbreaking research, elevate care standards, and deliver the best outcomes for patients and their families.

The role

This is an exciting opportunity to play a central role in delivering a full calendar of educational events for a thriving community of Intensive Care professionals. Working at the heart of the Society, you'll collaborate with passionate clinicians, educators, and partners to bring high-quality learning experiences to practice, from virtual Study Days and webinars to our flagship State of the Art Congress, which attracts over 1,500 delegates each year. If you're a highly organised project manager who takes pride in creating impactful events that advance professional practice, this role is for you!

To apply: please send your CV and a supporting statement (maximum 500 words) outlining how you meet the essential criteria listed in the person specification to HR@ics.ac.uk

- **Closing date:** applications must be received by **9am on Monday 8 December**.
- **Interviews:** scheduled to take place on **Friday 12 December**.
- **Applicants must have the right to work in the UK.**
- **Hybrid working with a minimum of two days in the office in London.**

Benefits

- Defined contribution pension scheme after three full months service (employer contribution 5% and employee contribution 3%). The option for employees to contribute an additional 1% to their pension then ICS will match that with an additional 1%. Salary sacrifice scheme.
- Life assurance (after 3 months service) which provides a death in service payment of twice basic salary.
- Confidential Counselling Helpline 24 hours per day, 365 days a year for employees needing confidential help and advice. Telephone support on any matter that is causing upset or anxiety.
- 25 days annual leave and additional annual leave during the office closure period between Christmas and New Year.
- One extra day of annual leave for every complete year worked up to a maximum five days.
- Payment towards eye tests up to £50 per annum.

Intensive Care Society | 7-9 Breems Buildings | London | EC4A 1DT
T: +44 (0)20 7280 4350 **E:** info@ics.ac.uk **W:** www.ics.ac.uk

Patron: HRH, The Princess Royal

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Job title:	Events Manager
Reporting to	Head of Sponsorship and Events
Salary	£39,000
Job purpose	To plan, coordinate and deliver the Society's portfolio of educational events and learning programmes, including the flagship State of the Art (SOA) Congress, Study Days, webinars and other programmes.

Key accountabilities:

- **Event and Programme Management:**
 - Lead the end-to-end project management of the Society's portfolio of educational events, both virtual and in-person, overseeing all stages from initial planning and conception through to on-the-day delivery and post-event evaluation.
 - Ensure strong programme governance including tracking timelines/deadlines, highlighting risks and reporting progress to Senior Management and relevant Committees.
 - Ensure quality assurance across the portfolio, including checking accurate programme content, testing AV/virtual platforms, reviewing venue setups, and using delegate feedback to drive improvements.
- **Event operations:**
 - Speaker coordination: Manage all speaker logistics, including travel, accommodation, presentation scheduling, and technical support.
 - Content coordination: Work with the Communications team to develop and maintain accurate, engaging programme content for event websites, brochures, and promotional materials.
 - Feedback and evaluation: Distribute post-event questionnaires, analyse feedback data, and produce reports with insights and recommendations for future improvement.
- **Event delivery:**
 - Provide hands-on support during setup and delivery, including room management, delegate registration, and welcoming attendees.
 - Oversee all logistical arrangements such as venue sourcing, catering, room setup, and supplier coordination.
 - Manage pre-recorded and live sessions via platforms such as Zoom, ensuring seamless delivery.

Events:

- **State of the Art Congress** (annual flagship event attracting over 1,500 delegates):
 - Coordinate all speaker communications, including welcome packs, collection of biographies, session titles, and presentation materials.

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- Logistics: Support the operational delivery of the Congress, including venue coordination, supplier management, and on-site logistics.
 - Delegate management: Respond promptly to delegate queries and manage the registration process to ensure a positive attendee experience.
- **Study Days and Webinars:**
 - Plan and deliver virtual Study Days (approximately eight per year) in close collaboration with the Clinical Chair, ensuring a smooth delegate and speaker experience.
 - Manage the scheduling, setup, and delivery of regular webinars (ad hoc throughout the year), including liaising with presenters, preparing materials, and supporting the technical delivery of live and on-demand sessions.
- **Leadership Programme** (9 days of leadership teaching - a mix on virtual and in-person learning throughout the year):
 - Coordinate the planning, delivery, and evaluation of the Society's Leadership Programme, working with key stakeholders to ensure high-quality content, participant engagement, and programme impact.
- **Peer Support** (one day online training sessions to become Peer Supporters – two per year):
 - Oversee the administration and logistics of the Peer Support initiative, facilitating meaningful connections between members and ensuring sessions run effectively and meet the needs of participants.

Other

- To model the Society's values and work in accordance with the Society's policies
- Undertake any such other duties as may be reasonably required, consistent with the nature of the post

Person specification

Essential

- Event experience gained working in a membership organisation, preferably in healthcare
- Strong project/programme management skills, with the ability to plan, prioritise, and deliver multiple events to deadlines
- Experience working with different stakeholders, including speakers/chairs and event committees
- Demonstrable skills in physical and virtual event/meeting delivery
- Experience of using Zoom for virtual events and onboarding virtual speakers
- Proficient in Microsoft 365 or equivalent
- Excellent customer service skills
- Experience of using CRM to manage events
- Strong communication skills (verbal and written)
- Alignment with Society's core values
- Ability to stay calm under pressure
- A positive, professional, and pro-active attitude
- Take personal responsibility for the delivery of quality outcomes
- Willingness to work flexibly with colleagues in a small organisation
- Diligent with an eye to detail

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Desirable

- Experience of using abstract software
- Stage management experience at a large-scale event
- Experience setting up meetings, preparing agendas and taking minutes for committees or events

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