

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



Conference Assistant

# WHO WE ARE

**For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.**

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

**Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.**



# JOB DESCRIPTION

**Role title: Conference Assistant**

**Contract type: Permanent**

**Hours: 35 hours (full time)**

**Band: Band 7**

**Key relationships (internal and external): Conference Team, Supporter Care Team, National and Regional Teams, Marketing, IT, and Communications Teams, Conference attendees, group booking agencies, accommodation, and travel partners.**

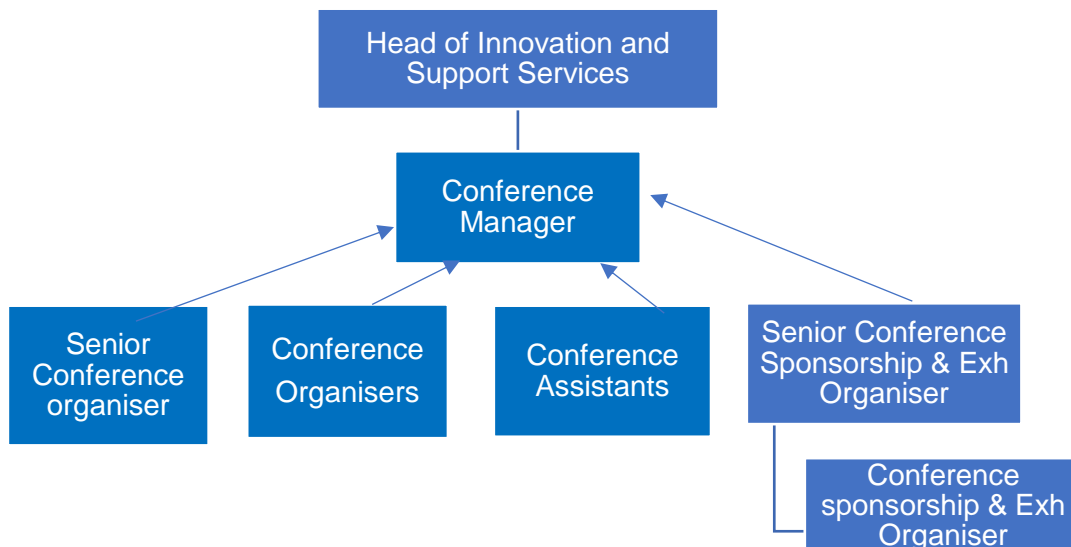
**Key focus of the role:**

The Diabetes UK Conference Team works to deliver a leading annual healthcare professional conference which educates attendees on the latest developments and research in the field of diabetes plus a series of smaller conference throughout the year.

**Directorate and team**

This role sits in the Conference Team in the Operations Directorate.

**Department**





## Main responsibilities

Reporting to the Conference Manager, the Conference Assistant will support the team with the administrative workload involved in the setting up and delivery of conferences, which form part of the Diabetes UK conference portfolio, including the Diabetes UK Professional Conference.

## Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

### You will be able to:

1. Support the Conference Organisers to deliver all conference to a high standard.
2. Review key deadlines and milestones to update and adapt to do-list on a regular basis.
3. Draw on administration experience to reprioritise work in line with changing conference deadlines and circumstances.
4. Generate invoices and purchase orders based upon attendee, supplier and colleague requests.
5. Develop strong confidence in using conference registration systems and online platforms to make relevant updates, support for attendees and relevant troubleshooting issues.
6. Work with the wider conference team to ensure that team deliverables are met, keeping registrations and applications accurate and ensuring relevant updates are made across all platforms (website, conference platform, registration sites).
7. Support the Conference Manager to maintain clear approval tracking of colleague registrations and colleague volunteering roles.
8. Manage all Diabetes UK colleague applications to attend conferences, ensuring information is clearly provided and colleagues are notified of their place in a timely manner.

9. Work with the finance department to ensure payments are received and the follow up procedures for late payments are undertaken.
10. Communicate regularly with internal colleagues to update and clarify progress on allocated tasks.
11. Act as the first point of contact for all attendee enquiries, forwarding any queries to the relevant team members and /or dealing with the query yourself.
12. Communicate information to registrants with any outstanding payments, follow the late payment procedure.
13. Support in uploading delegate communications to relevant platforms and sending these communications out as instructed.
14. Represent Diabetes UK when liaising and supporting registered attendees, ensuring professional and high-standard values are reflected.
15. Develop relationships with external suppliers including on-site registration services, AV producers and online platforms.
16. Develop positive working relationships with group booking agencies, ensuring flexibility is given and high standards of customer services are provided.

**You will have experience in:**

1. Experience of providing an excellent level of customer service to event participants/corporates/contact/suppliers.
2. Experience of working on healthcare or commercial conferences, either in person or virtual/hybrid (desirable).
3. Experience of working as part of a team, showing flexibility and a willingness to collaborate to get the job completed.
4. Experience of participating in team meetings, working alongside colleagues to ensure conferences are delivered on time and in line with stakeholder requirements.
5. Experience of using event management systems and processes.

**You will have skills in:**

1. Excellent written and oral communication skills with the ability to interact with a wide range of people using different tone/approach as required.
2. Excellent communication and interpersonal skills with the ability to build effective relationships with stakeholders, including at a senior level.
3. Great problem-solving skills and the ability to resolve complex problems in a fast-paced environment delivering pragmatic solutions.
4. Able to manage and organise work in a clear and concise way to track progress on all agreed deliverable outcomes.
5. Financial analysis and reconciliation of payments.
6. Fully competent in Microsoft Office, including word, Excel and PowerPoint.

**You will have knowledge:**

1. Knowledge of management systems and CRM processes.
2. Knowledge of event policies and rules.
3. Knowledge of event processing systems and event applications.
4. Knowledge of media platforms (social media, Website, conference platforms, registration sites).

**The best person for this job will be (behaviours):**

1. Be solution focused, self-motivated and adaptable to meet the needs of conference attendees.
2. Build and develop professional and effective relationships with attendees and group booking agencies.
3. Foster trust and respect in relationships with our attendees and group booking agencies by demonstrating confidence, knowledge and understanding of conference delivery elements and experiences of conference administration.
4. Clearly communicate deadlines and requirements in a confident way to ensure registrations and payments are received in time.

**Qualifications/professional membership (if applicable):**

# BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with the benefits we offer you.



## **Annual Leave**

We want to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



## **Connected Working**

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



## **Pension**

We enrol everyone into our pension, and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



## **Healthcare**

Our cash healthcare plan allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



## **Learning and Development**

We help you to continually develop and achieve your careers goals, including offering a wide range of training, which happens throughout the year.



## **Gym membership**

We have a gym membership discount through our cash healthcare provider. You can use this at a wide variety of gyms around the UK.

## Get in touch

Email [recruitment@diabetes.org.uk](mailto:recruitment@diabetes.org.uk)

Call **0345 123 2399**

Visit [diabetes.org.uk](https://diabetes.org.uk)

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

