

Design Business Association
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Events & Programmes Coordinator

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About us

The Design Business Association (DBA) is the trade association for the design industry in the UK. Our membership is comprised of a vibrant community of over 350 design agency businesses and a growing number of design-led corporate businesses, such as Reckitt, Lego and GlaxoSmithKline.

Founded in 1986, the DBA was set up by the industry for the industry. Everything we do is about championing effective design and supporting our member businesses to be more effective. We champion the transformative power of design, promoting its strategic and economic value to business and government.

The way we achieve this is through our wide-ranging programme of activities, services, and professional development courses which enable us to recognise and celebrate the power of effective design and drive-up professional practices in small and large organisations.

The role and responsibilities

This is a fast paced, details orientated role in a dynamic and creative industry. The DBA has a well-established and respected programme of events, online training courses, a business mentoring programme, as well as a globally renowned industry awards programme. Your role will be to administer, coordinate and project manage our programme of events and training, reporting into the Head of Programmes to ensure that quality is maintained at a very high level.

This integral role will support other team members, and as we're a small team, you'll quickly be immersed in the design industry and gain exposure to all parts of the business and how we operate. You'll learn a lot in a short amount of time and be able to contribute ideas and use your initiative, whilst maintaining and developing key processes.

About you

You will be self-motivated, conscientious and have a positive attitude. You'll be able to work both independently and contribute to the team effort. With excellent communication skills, you'll be accurate and numerate and pay close attention to detail. You will be expected to take a proactive approach to coordinating project timelines and develop your prioritisation skills to ensure all DBA programmes are delivered on time and high standards are maintained.

Key tasks

Processes and project management

- Working independently and in conjunction with the Head of Programmes to coordinate and deliver authoritative, stimulating and professional programmes, that contribute to DBA member satisfaction, retention and recruitment.
- Setting up all events and training online, paying special attention to the customer journey and considering how improvements could be made, processes streamlined and how these improvements could be implemented.
- Monitoring bookings, updating relevant trackers with achieved revenue against expected targets, giving early warning to the Head of Programmes when elements are not on target, along with considered proposed actions for resolution.
- Being the first point of contact for enquiries from potential and existing delegates/entrants to ensure they have all the information they need.
- Monitoring various simultaneous programmes and keeping to expected timelines by carefully managing own workload, working with the Head of Programmes to ensure delivery of all elements remains on time and to budget.
- Anticipating problems, trouble-shooting and smoothing issues relating to the successful execution of all activity.

Production

- Liaising with the Head of Programmes to gather information on each project before conducting research and sourcing information which facilitates decision-making around platforms, venues, suppliers, and all other production elements, to achieve high quality and creative event productions.
- Negotiating all event related contracts and agreements with suppliers, within budgets and against the quality expectations of the DBA, reviewing all terms and conditions as necessary.
- Creating and managing event briefing sheets and ensuring team members attending events are fully briefed on their responsibilities.
- Setting-up online events, coordinating suppliers as required and attending and coordinating online/live events and training courses as required (this may include evening or early morning work). Overseeing the dismantling and removal of live events and clearing the venue efficiently and ensuring all post online event procedures are completed.
- Preparing and continuously improving all event materials (surveys, booking processes, badges, delegate lists, evaluation forms, etc) and ensuring necessary preparations are in order. Also ensure all training packs, awards packs and judging materials are kept up to date and prepared, collated and distributed as required.
- Coordinating all elements of the DBA's Design Effectiveness Awards programme. From tracking and fielding initial enquiries, to assisting entrants with the online system and entry process through to coordinating the judging process.
- Coordinating and project managing all elements of the Awards ceremony itself for approx. 450 attendees. From setting up and taking bookings to coordinating all event logistics and suppliers in preparation for the event, and on the day itself.

Content

- Researching, tracking and logging award judge recommendations for review by the Head of Programmes, tracking industry press and relevant sources of potential judges throughout the year.
- Coordinating speaker and judge diaries and confirming training and event dates.
- Collating and analysing evaluation scores and actively seeking quotes from delegates for use in future marketing, producing regular reports for stakeholders and team members.
- Gaining a level of understanding of training content which allows you to field enquiries and give accurate advice on workshop content to customers.

Marketing

- Tracking and reporting on all marketing and press activity to monitor the impact of online and offline campaigns.
- Maintaining and updating the events, training and awards sections of the website to ensure its accuracy and relevance.
- Assisting with direct sales as necessary.
- Assisting with writing marketing copy for event listings, direct emails and social posts to raise awareness and generate revenue for DBA programmes.
- Carefully proofing and editing marketing copy for accuracy across all channels.
- Assisting across any other activities as required by the Head of Programmes and other colleagues.

Key details and benefits

Salary: Up to £28k per annum dependant on experience

Contract type: Full time, permanent, flexible working environment

All our events and training are currently online, when we do move back to live events, it is likely many of these will be London based, so you would need to be able to get into Central London easily, whilst being willing to occasionally travel throughout the UK.

Reporting to: Head of Programmes

Holiday: 25 days per annum pro rata

How we work

The DBA offers a flexible working environment with a focus on protecting your work life balance. We want to get the best out of our people, and to ensure this happens, we have a strong culture of trust and autonomy, with respect for each other and our individual ways of working. We're all driven by the same goal; to meet the needs of our members and champion the impact of design in business, society, and people's lives.

We're a small team who get a lot done. Playing to each of our strengths is important to us as a business; we know that's how we produce our best work. We expect a lot from ourselves and each other but we have a lot of fun too. We're looking to welcome an ambitious and friendly person to join our dynamic and hardworking team.

To apply

We'll be reviewing applications on a first come, first served basis and want to make the appointment as soon as possible, so apply today.

Please email Natasha Papa, Head Programmes, (natasha.papa@dba.org.uk) with a CV and covering letter detailing how you meet the requirements of the post.

CVs without a cover letter will not be reviewed.