



## Job Description

<b>Job Title:</b>	<b>Event Manager</b>
<b>Reporting to:</b>	<b>Lead Event Manager</b>
<b>Location:</b>	<b>Swansea, Hybrid</b>

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### **Job Purpose:**

SANS Event Managers take responsibility for live (In Person) and Hybrid (combined in person and Live Online) public training events through the entire process, from initial venue sourcing through to contracting assistance, pre-event logistics, on-site event execution (in locations within the UK and across Europe) and finally through to invoicing and reporting. Each Event Manager therefore has complete ownership of their allocated events from start to end. Event Managers must also run Live Online (LO) events, in accordance with global LO procedure, working in a team to ensure the LO event runs as smoothly as possible, and provide all planning and logistics for customer specific in person Private Events.

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### **Main duties and responsibilities:**

- Where applicable, locate suitable venues within the stated city where an event is planned through the Request For Proposal process, or assist the Contracts Manager in this process.
- Provide assistance and review of contract details with those venues that suit the SANS brand and intended event, with input to selection of venue.
- Courseware planning, ordering and subsequent logistics to ensure all training material and resources arrive at the event on time.
- Monitoring class capacities to ensure classroom allocation is correct and classes are marked as sold out when appropriate and then working with Customer Service to ensure wait list is managed.
- Monitoring marketing activity to ensure that everything is running as per the issued plan.
- Liaising with SANS training instructors to confirm travel, hotel arrangements and all other requirements.
- Working with contracted venue for final arrangements of events, including liaison with SANS technical operations staff to ensure adequate Internet and Network coverage.
- Organising and facilitating evening Instructor meals and delegate drinks evenings.
- On site management of the event, with responsibility for overall event quality and success including the supervision of hotel staff and SANS course facilitators.
- Daily administration of delegate evaluation sheets, and liaison/follow up with delegates and instructors to maintain stringent SANS event/course quality.
- Accurate and timely deposit and final invoicing to ensure all is financially sound with respect to event cost and payment.
- Assistance and input to continuous improvement of relevant business processes to ensure we function as efficiently as possible both within Operations and across other SANS departments such as Sales, Marketing, Customer Services and Finance.
- Assist with the preparation and execution of Live Online only events according to global procedure.