



Programme and Events Executive (Permanent)

The Programme and Events Executive at the Irish Management Institute (IMI) will play an essential role in ensuring the successful planning, coordination, and execution of educational programmes and events. This position supports the delivery of high-quality learning experiences for participants and client organisations and contributes to the overall success of the IMI's educational initiatives. The appointee will report to the Executive Education Service Manager.

About us

Leadership. It's more than a job – it's a mindset. It's the capacity to inspire, empower and create new possibilities.

IMI's mission, and passion, is to equip leaders to build the future. We are world-class specialists in enabling and inspiring leadership performance. We challenge and support leaders to fulfil their ambition – unlocking their potential and giving them the skills to deliver exceptional performance.

We've been shaping world-class executives for over seventy years. Founded by business leaders, for business leaders, and now in partnership with UCC's expert research faculty, we deliver intensively practical executive education that works in the real world. Our unique global rankings are a testament to our impact.

Any day spent at IMI challenges assumptions, deepens perspective and amplifies ability to lead. Do you have what it takes to work with IMI? Join us on our mission to equip leaders to build the future, and you will shape the future of leadership in Ireland.

IMI. Inspiring Leadership Performance.

Key Responsibilities:

(This job description outlines the primary duties and requirements of the position. It is not intended to be an exhaustive list of all duties and responsibilities. The IMI reserves the right to amend and change the job description as needed.):

1. Programme and Event Logistics:

- Lead the logistical planning and coordination of programmes and events, including venue setup, catering, audiovisual setup, and participant accommodations.
- Collaborate with colleagues to ensure all logistical arrangements are in place for smooth programme and event execution.
- Prepare materials, equipment, and resources required for programme and event delivery.

2. Participant Support:

- Provide support to participants during programmes and events, assisting with registration, orientation, and responding to inquiries.
- Ensure participants have access to necessary materials and resources throughout the programme or event.
- Address participant requests, concerns, and logistical needs promptly and professionally.

3. Client Relationship Management:

- For programmes provided to a single client, act as the 'face' of IMI with the customer - build, develop, nurture, and maintain effective relationships with participants, client companies, and relevant external stakeholders, ensuring clients experience IMI as 'one team'
- Develop and maintain internal and external stakeholder relationships and engagements

4. Faculty and Presenter Support:

- Assist in coordinating the logistical needs of faculty and presenters, including scheduling, equipment setup, and materials preparation.
- Collaborate with faculty and presenters to ensure they have the necessary resources to deliver engaging and effective sessions.

5. Communication:

- Communicate important programme and event information to participants, faculty, and stakeholders.
- Provide timely updates and reminders to participants regarding programme schedules, session details, and logistics.

6. On-site Coordination:

- Be present on-site during programmes and events to provide assistance, address logistical challenges, and ensure the smooth running of activities.
- Coordinate with relevant departments, such as facilities and IT support, to resolve any issues that may arise.

7. Post-Event Activities:

- Assist in collecting participant feedback and evaluations after programmes and events, compiling insights for improvement.
- Collaborate with the internal and external stakeholders to review event outcomes and identify areas for enhancement.

Work Location and Virtual Work: This role is based at IMI's headquarters in Dublin. Travel within Ireland and, occasionally, internationally is required to attend meetings, conferences and client engagements.

IMI recognises the importance of flexible work arrangements and promotes a hybrid work model that combines in-person and virtual work. The employee has the flexibility to work remotely for a part of their

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working hours, subject to operational requirements and the agreement of their line manager as outlined in the Hybrid and Flexible working policy.

Candidate Requirements

- At least 3 years' experience in a project management/administrative role with experience working in a high-paced, sales-focused environment preferable.
- Superior management and organisational skills, highly organised, task driven and able to work independently with initiative and a hands-on execution style.
- Relevant certifications or training in event management or customer service are advantageous.
- Excellent written and verbal communication skills that emphasise consistency and clarity.
- Resilient under pressure - tenacity and remaining calm under pressure are essential requirements of this role.
- Excellent organisational skills, ability to prioritise conflicting demands to meet deadlines.
- Proven experience in providing logistical support for events or programmes, preferably in an educational or professional setting.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and priorities effectively.
- Excellent interpersonal and communication skills, with the ability to interact professionally with participants, faculty, and colleagues.
- Customer-focused attitude and a willingness to provide exceptional service to participants and stakeholders.
- Problem-solving abilities and the capability to manage unforeseen challenges during events.
- Advanced proficiency in MS Office applications and familiarity with event management software or customer relationship management software is desirable.
- Ability to work both independently and collaboratively within a team environment.
- Innovative and creative problem solver who can support process improvement and transformation projects.
- Fluent or highly proficient in spoken and written English
- Highly motivated and with a strong work ethic

The closing date for applications is the **COB on Friday 19/01/2024.**

Direct application URL : <https://imi.peoplehr.net/Pages/JobBoard/Opening.aspx?v=bb8d9c0b-a90d-42b7-a857-7e9a108c3c3f>

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