

Position Description

Company:	The Conference Company
Position Title:	Project Manager
Reports to:	General Manager
Location:	Auckland

Role Purpose

The Project Manager's role is to adhere to the values and ethics of The Conference Company (TCC) while;

- Creating and delivering a highly valued customised conference and exhibition experience in face to face, virtual, or hybrid formats, for our clients and their participants in keeping with their desired vision while also meeting attendance and financial targets
- Taking a leadership role on assigned projects (guiding and inspiring clients and providing TCC team members with clear direction)
- Ensuring TCC's financial targets are met through the close fiscal management of assigned projects
- Maintaining TCC's reputation as a highly respected market leader through the delivery of valuable services

Key Accountabilities

Key Area of Accountability	Duties and Responsibilities
Project Management	<ul style="list-style-type: none"> • Clients' visions are fully understood and agreed upon and clearly communicated to the project teams • Proactively (daily, weekly and monthly as required) communicating with all key parties ensuring a high degree of trust and confidence in the execution of the conference • Holding regular face to face or phone or, teleconference or online meetings with the clients to ensure strong client relationships are forged and maintained • Documenting all critical information to ensure auditable paper trail relative to each conference • Actively participating in client meetings as needed to ensure consistent communication and clarity as to conference progress and status • Managing all the risks associated with the delivery of the conference, including informing the relevant parties of the mitigation measures in place • As a trusted advisor, providing clients with sound advice to guide their decision making • Forecasting resource requirements well in advance of actual needs • Utilising the company resources prudently and to best effect
Financial Management	<ul style="list-style-type: none"> • Managing conferences to the pre-agreed financial targets

	<ul style="list-style-type: none"> • Identifying all financial issues in a timely manner to company management together with ideas for resolution • Managing all low return conferences to the mutual satisfaction of the General Manager, the Managing Director and the client • Negotiating revised targets in conjunction with management team • Looking for opportunities to upsell our offering and securing fair prices
Relationship Management	<ul style="list-style-type: none"> • Forging trusted relationships with clients so they feel you genuinely have their best interests at heart • Creating and maintaining long term mutually beneficial supplier partnerships resulting in assistance with outside the box requests when needed • Developing and maintaining strong internal relationships with the wider TCC team
Administration	<ul style="list-style-type: none"> • Maintaining accurate financial information in order to produce meaningful and relevant reports • Ensuring all information relative to each conference is up to date and accurately documented • Effectively using project planning and analysis tools to communicate with all parties
New Business	<ul style="list-style-type: none"> • Always have an eye for new business opportunities and communicate these to the management team • Take an active role in the preparation and delivery of new business presentations
Project Team Leadership	<ul style="list-style-type: none"> • Conducting yourself in a professional, consistent and inspiring manner that gains the respect of other team members • Providing project team members with clear direction and information • Taking responsibility and being accountable for all aspects of assigned projects • Delegating and monitoring effectively to keep projects on track

Expected Outcomes

<ul style="list-style-type: none"> • You are able to clearly understand the client's wants and demonstrate an ability to mould them into realistic expectations • You work alongside volunteer committee members with differing expectations and desired outcomes and still deliver their desired conference • You are able to balance the big picture end result while ensuring exacting attention to detail on the day to day tasks • You are able to understand and manage changing expectations and priorities on a daily basis • You are able to remain fully aware of the finances relative to each conference to ensure profitability for TCC • You ensure the client feels highly valued and part of the process whilst you expertly guide and manage

Key Organisational Relationships

Manager	General Manager
This Role	Managing Director Manager Asia-Pacific Project Managers Conference Co-ordinators Sponsorship Manager Financial Controller and Conference Accountants Delegate Services Manager and Administration Co-ordinators

Essential Competencies

Business Focus:

- Problem Solving – ability to articulate a considered answer in a pressurised situation to a first time problem
- Influencing – ability to effectively diffuse potentially contentious issues effectively
- Adaptability – ability to identify when a change of tactic or a reprioritising of tasks (taking into account over-arching TCC priorities) is required
- Commercial Astuteness – ability to assess what is a fair charge for a product or service and negotiate win-win arrangements
- Customer Advocate – ability to ensure the customer feels you are highly invested in ensuring the best possible outcome for them
- Communication – ability to articulate complex issues, including critical financial information, clearly both verbally and in writing
- Curiosity – a keen interest in uncovering and keeping up to date with trends and technology in the business events industry

Self:

- Self-Awareness – ability to understand the impact of your own behaviour on others
- Self Confidence – ability to ensure others feel confident in you
- Self-Improvement – always looking for ways to gain more skills and increase knowledge of the business events industry
- Emotional Resilience – ability to manage your behaviour in difficult situations
- Exceptional Organisational skills – ability to ensure “all the balls are kept in the air” at all times
- Creativity – ability to plan and deliver concepts with creative flair
- Teamwork and co-operation – ability to forge and maintain highly collaborative internal relationships.

Technical:

- Advanced Microsoft Word and Excel
- Digital media platforms
- Market intelligence and knowledge of the global/local conference management trends.

TCC's Purpose

Through the power of conferences we create connections to inspire change for the better

TCC's Theme

We're with you every step of the way

TCC's Personality

Warm, approachable, transparent, confident, professional, friendly, straight-forward, whole-hearted

TCC's Values

Transparent – Provides all information openly and honestly

Ethical – Exuding honest, even in situation where no-one may ever know

Dedicated – Meeting commitments – no matter what

Responsible – Taking complete ownership

Loyal and committed – Exemplary delivery despite limitation or unexpected difficulties

Service Focus – Passionate about top quality service delivery

Continual improvement – Always looking for a better way

Empathy – Focused on others