

Speaker Liaison Manager/Conference Producer

Location: Western Europe: preferably London, UK

About TM Forum

TM Forum is a global association of over 850-member companies that generate US\$2 trillion in revenue and serve five billion customers across 180 countries. We drive collaboration and collective problem-solving to maximize the business success of communication and digital service providers and their ecosystem of suppliers around the world. Today, our focus is on supporting members as they navigate their unique digital transformation journeys, providing practical and proven assets and tools to accelerate execution and platforms to facilitate collaborative problem solving and innovation. You can learn more at www.tmforum.org.

Each year, the Forum produces its flagship event: Digital Transformation World which is held in Europe and attracts approximately 2,800 delegates and 150+ exhibitors. Additionally, we also produce several other events, including a 600-delegate event in Asia, bi-annual member collaboration events (150-200 delegates) as well as events in Dallas and the Middle East and senior executive workshops (different types, ranging in size up to 60 delegates).

TM Forum are looking for a new team member within the conference production team to help grow and nurture this important segment of the business. If you're looking for a speaker management role with a bit of conference production that offers autonomy, a great team, occasional travel and a fantastic sector, hit apply now!

Objectives

To project manage speakers, produce and deliver conferences which meet the needs of our members in both content and seamless speaker experience from their inception to completion. With main job remit to project management and communicate effectively with all conference speakers from point of confirmation to ensure all assets, presentations, and speakers have a seamless experience and are assisted to deliver high quality content. To also produce a small proportion of the conference, including, undertaking focused member and stakeholder research, write compelling conference programmes and associated copy, recruiting speakers, organize all speakers on site and to assume ownership for the speakers end-to-end process of running successful conferences.

Core Responsibilities

This role is a hybrid speaker management and conference production role that is weighted around the 70% speaker management and 30% conference production. With more production during quieter times in the event cycle and vice versa.

Speaker Management

- Plays an active role in being professional front of house for the conference production team with the speaker community to build and maintain TM Forum's brand and reputation
- Project managing the events including liaising with all speakers and sponsors involved as the main point of contact in the conference, and keeping the conference milestones on track pre-show and on-site

- Sending effective and regular scheduled communication emails and contact with speakers and their teams
- Creating compelling copy for speaker email communications
- Continue to explore, test and optimize the speaker management process and schedule to improve speaker experience and improved presentation response
- Organizing the delivery of speaker and track room logistical and AV requirements by working with operations, the conference production team and Director of Conference Production
- Updating and managing the online portal for receiving the presentations, biographies, headshots and other documentation in a timely manner
- Onsite management (including management of speaker lounge)
- Booking speaker travel and accommodation, and covering expenses where relevant
- Budget management including updating budgets, reporting back regularly to Director of Conference Production
- Support Director of Conference Production with post event reporting and analysis

Conference Production

- Conduct research of assigned conference track through telephone and desk research with members and key stakeholders (internal & external)
- Collect and collate all research feedback, recommendations and then synthesize and draw conclusions by bringing together research into a presentable brief highlighting key themes presented to the events team in a digestible way
- Write compelling, relevant, in-depth, cutting-edge conference programmes that are market leading and work closely with the Director of Conference Production to generate, validate and deliver conference content, concepts and sessions
- Gain a high-level understanding of the specific areas of telecoms you are asked to produce
- Identify, approach, invite and confirm high quality, senior-level speakers
- Ensure speakers are briefed on the required content of their presentation that is aligned with your programme and research findings.
- Negotiate speakers' expenses where necessary
- Write a clear, accurate marketing copy for your track for event marketing use and other promotional material as appropriate
- Manage workloads to hit deadlines across speaker management and production milestones
- Taking responsibility and full ownership of speaker management duties and the production of your given conference track agenda and speakers
- Handles direct communications (verbal and written) with prospective and confirmed speakers
- Invitation tracking and management
- Contributes to creative thinking as part of the team

Skills Required

Our ideal candidate will be a graduate with 3+ years of experience either in speaker management or conference production or both, looking to work for a not for profit, well-loved telecoms association.

- Very strong attention to detail, problem-solving and effective time management skills, with ability to prioritize your own work and take own initiative
- Good verbal and written communication skills; builds rapport with stakeholders well
- Excellent organizational skills, logical mindedness, with strong ability in multi-tasking and creative problem solving
- Interest in building their research and analytical skills
- Knowledge of telecoms sector a plus
- Highly motivated, driven and a creative solutions provider
- Energetic and pro-active 'can-do' attitude don't mind rolling up your sleeves
- Able to stay calm, composed and professional, even under pressure, and to maintain effective relationships with staff, speakers, attendees, exhibitors and sponsors
- Demonstrated ability to work with flexibility, efficiency, both individual and as part of a team.
- Ability to travel internationally, including weekend travel, ~10%
- Confidence and ability to build business relationships at all levels including senior-executives across the telecoms industry

For immediate consideration, please email your resume to recruit@tmforum.org.

An Equal Opportunity Employer

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