Director of Conference Production  
Location: East Coast US or Western Europe  
Remote

About TM Forum

TM Forum, A New Jersey Non Profit Corporation (TM Forum) is a non-profit corporation of the State of New Jersey, organized under Sect. 501(c)(6) of the Internal Revenue Code.

TM Forum is the global member association for digital business. We provide a platform for hundreds of global members across a wide range of industries – communications, technology, cities and municipal government, insurance, healthcare, and so on – to collaborate and partner to co-create, prototype, deliver, and monetize innovative digital services for their billions of customers.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

Diversity & Inclusion at TM Forum

TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.

This is a full-time remote-working position, but some international travel may be required post pandemic with work flexible hours needed to accommodate team calls in different time zones. Our people are unique and many of our staff work flexibly in many different ways. Please talk to us at interview about the flexibility you need. We can’t promise to give you exactly what you want, but we do promise not to judge you for asking.

Job Overview

Events are the key channel through which the Forum drives member engagement and connects members to each other so that they can meet and network, collaborate, receive practical guidance, and do business with one another. Each year (pre-COVID), 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 a number of other events, including a 600-delegate event in Asia, annual member collaboration event (150-200 delegates), senior executive workshops (different types, ranging in size up to 60 delegates), as well as attending a number of third-party events such as Mobile World Congress.

Since COVID, TM Forum has rapidly changed its event portfolio to create bold, fresh virtual events and going forward we have set the bar and our ambition and intent is to bring new fearless events either a virtually or hybrid to our community.

The Director of Conference Production reports to the VP, Events with a matrix reporting to Chief Analyst. The director is charged with leading the development of the content of each event and having a clear understanding of the industry and TM Forum’s position as an industry leader. He/she will be required to produce conference agendas, not just manage a team.
The director will be called upon to lead a team that produces content that is relevant and cutting-edge with exceptional speakers. A key piece of this role is someone who can motivate, inspire, and coach a team through the ever-changing event landscape to create events that set the bar higher each time. Ensure TM Forum’s members are engaged in the process – be this through research calls, consolation meetings, call for speakers and face-to-face meetings at events. The director will be part of a content team that includes TM Forum’s researchers and CTO office to create a continuous loop of knowledge sharing to ensure across all TM Forum outlets our content is relevant, cutting edge and thought-provoking that ties back to TM Forum’s mission and purpose.

Responsibilities:

- Manage content across all aspects for each event, not just in a ‘conference/virtual room’
- Ensure that all Forum content is correctly presented and positioned and aligned with the industry/event to demonstrate the Forum’s position as an industry leader
- Set timelines and resource schedule on rolling 18-months; content briefs for producers
- Consultation with key sponsors
- Participate in external research calls and ensure the team do as well
- Participate in consultation meetings about the agenda
- Responsible for titles, boilerplates, and descriptions
- Working closely with the Manager of Event Marketing to create messaging playbook per event, upon occasion review emails
- Review marketing copy to ensure value proposition is clear
- Oversee speaker selection process
- Produce CxO Summit for 2-largest events, working closely with CEO and Chief Analyst
- Co-produce Headliner sessions (Keynotes) with Chief Analyst and CEO
- Contribute to social media activity for the events through regular participation on LinkedIn, Twitter, and other social media channels to nurture a community as well as promote the events
- Work closely with operations and event management on delivery through meticulous execution of the conferences/event programs to exceptional customer standards
- Attend and contribute to monthly organizational content calls

Team Management:

- Day-to-day management of the conference production team and freelancer(s)
- Develop, train, coach and encourage the production team to acquire the best skills and practices for event research/production and to give them the necessary tools that they need for development
- Ensure deadlines are met
- Create an interactive management style where people are encouraged to think out of the box and try something new. Innovation is key!
- Set KPIs for content per event and weekly tracking
- Quarterly performance reviews and development plan review
- Breakdown any existing silos and manage information flow

Finance Management:

- Follows and adheres to purchasing policy. Working closing with Accounts Payable to ensure timely payment to speakers
- Creates a speaker budget per event for approval
- Monitors budget spend and forecasts
Qualifications:

- Minimum 5+ years’ experience
- Minimum 3+ years’ experience producing events/content for the telecoms sector
- Prior experience managing a team is a plus
- Excellent communication, writing and problem-solving skills
- Demonstrated ability to work with flexibility, efficiency, both individual and as part of a team
- Highly motivated, driven, and ambitious
- Ability to travel internationally post pandemic

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

An Equal Opportunity Employer

TM Forum does not accept resumes from unauthorized agencies and search firms. Resumes submitted on this site by unauthorized third parties will not be considered for posted positions and are not eligible for any compensation. All third-party agents and search firms must have an approved contract with TM Forum to submit resumes on behalf of candidates.