VIP Manager – 6 Month Contract
Location: Western Europe or the US, East Coast

Introduction to TM Forum
We are an alliance of 850+ global companies working together to break down technology and cultural barriers between digital service providers, technology suppliers, consultancies, and systems integrators.

Our work is defined by our members, which include 10 of the world’s top 10 network and communications providers and stretch across 180 countries. Our members tap into each other’s collective experiences and abilities to collaboratively solve complex industry-wide challenges, deploy new services and create technology breakthroughs to accelerate change.

We help communications service providers (CSPs) and their suppliers to digitally transform and thrive in the digital era. We do this by providing an open, collaborative environment and practical support which enables CSPs and suppliers to rapidly transform their business operations, IT systems, and ecosystems to capitalize on the opportunities presented in a rapidly evolving digital world. You can learn more at www.tmforum.org.

Diversity & Inclusion at TM Forum
TM Forum is an Equal Opportunity Employer that does not discriminate based on 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.

Summary:
Events are the key channel through which TM Forum drives member engagement and connects members so that they can network, collaborate, receive practical guidance, and do business with one another.

The VIP Manager will oversee the outreach, marketing, communication, operations for VIP attendees at Digital Transformation World in Copenhagen, Denmark (September 20-22, 2022). The manager is responsible for leading the execution to acquire key attendees that align with the corporate strategic goals while supporting the management of said attendees once recruited.

The manager will lead on delivering an exceptional VIP experience that is integrated with the overall event strategy. The manager will report to the Senior Events Project Manager with matrix reporting to the Director of Marketing.

The scope of this role is 450 total hours, with a 40-hour workweek for the month of September.

Key responsibilities:
Marketing campaign
• Creation and management of relevant web pages
• Creation of email invitations
• Management in Salesforce of invitation list working with Senior Leadership Team (SLT) and Member Engagement team
• Management and tracking of the telesales team
• Weekly reporting on the status
• Responsible for capturing content during the VIP Summit for post-event promotion, including:
  o Promotion of summary articles (written by Editorial team)
  o Promotion of wrap videos (captured onsite)
• Post-event – drafting special ‘thank you’ email from CEO to be sent out and CTA for post-event engagement.
• Maintain database
• Ensure the timeline for invites is followed
• Recruitment for complimentary invites
  o Creating lists of contacts to reach out from the different senior staff.
  o Fact-checking – to see if they are senior enough to qualify for a complimentary pass
  o Sending out invites with continued follow up (email and phone) until you receive an RSVP
  o Review attendee list for upgrades to VIP pass from paid and speaker delegates registered
• Work closely with the Executive Assistant of the CEO for invites that will go out from them to the Board and other distinguished fellows

Communication post-RSVP
• Register attendees when confirmed
• Confirm other activities they will be joining and add to the registration
• Handle any other queries from the VIP attendees with timely and accurate responses
• Weekly report of the attendee profile of the whole program and per activity

Event Operations
• Manage and support execution of Leadership Summit activities including executive roundtables, social activities, and VIP Lounge.
• Work closely with the Director of Conference production to understand how sessions will run and make sure requirements are ordered.
• Feed into overall Agenda of Activities (AoA) managed by Director of Operations
• Works with Operations Coordinator to ensure correct ordering for all activities including but not limited to AV, F&B, temp support, transportation, and lodging
• Works with Exhibitor & Sponsor Managers so that all sponsorship deliverables are executed
• Work with Operations Coordinator to book hotel accommodation and airport transfers for Keynote speakers

Key Requirements
• Minimum of 5 years of experience in events;
• Demonstrated marketing experience running campaigns and writing content
• Demonstrated project management including the ability to manage several initiatives/events at once;
• Attention to detail, and strong written and oral communication skills with senior executives
• Ability to work in a fast-paced environment, prioritize and work under tight deadlines and pressure;
• Excellent collaboration skills;
• Strong time management skills;

Required to be onsite in Copenhagen, Denmark from September 18-22, 2022.
For immediate consideration, please forward resume with salary requirement.
For more information, please view our website at www.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.