Digital Media Events Coordinator
Location: USA (East Coast)/ Europe Based – Remote position

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.

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.

Role Overview
The Digital Media Coordinator position is a unique opportunity to be part of rapidly growing business. We are a small hands-on team that requires a coordinator to accomplish real tasks that impact our Research, Media, and Events business. This role will be instrumental in executing media content on Inform, TM Forum’s insights and analysis channel. The coordinator will project manage and execute the operations for our webinars and Hard Talk series.

The candidate should be extremely organized – overly so. Able to always give excellent customer service and detail oriented. Adept at working with and managing multiple projects at one time and thrives in a deadline driven environment.

Job Specification

Virtual events – webinar and Hard Talk series
- Coordinates with sales, customer success, content, marketing, and creative services teams, and leads execution and reporting of events. In some insistences the coordinator will lead in the customer success and work directly with the sponsor.
- Organize and executes operations of webinars – live through on-demand
- Follow agreed upon project plan and timeline
- Identify and communicate roadblocks and risks; work with the team to overcome
- Organize all components for each:
  - Set-up of platform and surveys
  - Speaker communications
  - Coordinate with webinar moderator and graphic design for PPT assets
  - Perform technical checks and rehearsals (when needed)
  - Host and run live webinar
  - Publish gated access for on-demand viewing
  - Post-webinar analytics sent to sponsor

Content delivery
- Manages the platform for an array of produced content (reports, blogs, sponsored content, case studies, videos, etc.) with sales, content, marketing, and IT
- Upload and tagging content to Inform
• Upload media assets (banners and adverts) to Inform
• Identify and communicate underperforming media content and find solutions to increase viewership
• Manage and coordinate sponsorship delivery of offerings directly with sponsor
• Manage and coordinate sponsorship delivery of on-demand videos ensuring best in quality that follow branding guidelines
• Research and suggest improvements in media and video offerings

Project coordination
• Be the team guru for our project management software JIRA. Advocate and teach team the best ways to use day-to-day to track major milestones and tasks.
• Ensure shared calendar is always current
• Keep shared files and folders up to date for the team

Reporting
• Monthly on-demand webinar viewership sent to sponsor (3 months)
• Develop post-event presentations for each sponsor post 3 months

Finance management:
• Follows and adheres to purchasing policy. Working closing with Accounts Payable to ensure timely payment to vendors
• Set-up requisitions and POs for accurate forecasting and payment to vendors

Other responsibilities
• Set-up surveys to assist the Editorial team’s research and analysis
• Set-up International Standard Book Number (ISBN) for each research report produced
• Other duties assigned as needed

Experience and qualifications
• Bachelor's degree or equivalent relevant experience
• At least 1-year prior experience in operations delivery or project management
• Highly organized and ability to manage priorities and deadlines
• Energetic and pro-active ‘can-do’ attitude, don’t mind rolling up your sleeves
• Able to stay calm, composed and professional, even under pressure
• Bonus: experience working remotely

What we offer in Return
• Remote with the opportunity to work from our London office, on occasion
• 25 days plus 8 bank holidays
• Periodic Well-being days (Business organized)
• Medical Insurance
• Dental Insurance

To apply
To apply for this position, please send your Curriculum Vitae and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org

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.