

POSITION DESCRIPTION

Position title:	Congress project manager
Reports to:	Head of congress and events
Hours:	35 hours per week
Location:	Home based or London office option. 3 rd Floor South, Chancery Exchange 10 Furnival Street, London EC4A 1AB United Kingdom Available to travel to London office as necessary is required. international travel will be required
Term:	Permanent

Description of the position:

You will manage the systems and processes required for the World Physiotherapy congress scientific programme. This will include abstract management systems, abstract review, creation and delivery of session invitations/notifications and presenter management.

The congress project manager is the first point of call for the congress presenters, providing information and support to them throughout the development of the programme and during the event, plus follow-up.

The congress project manager will work closely with the head of events and other staff to deliver the scientific programme for the congress. In liaison with the head of events and the appointed congress AV consultant, they will work in partnership to ensure all logistics are in place for the congress event days.

The congress project manager will manage the congress programme committee (CPC) and provide full secretariat support assisted by the events coordinator.

The successful candidate will have experience within the scientific meetings and/or association meeting sector for both in-person and online events.

You love working for a growing, values-driven organisation where you can think strategically and operationalise your ideas. You thrive in a dynamic, international team where you can harness creative ideas and translate them into workable plans. You'll be excited to be joining the team delivering an award-winning congress.

About World Physiotherapy

Founded in 1951, World Physiotherapy (previously known as World Confederation for Physical Therapy - WCPT) is the sole international voice for physiotherapy, representing more than 600,000 physiotherapists worldwide through its 127 member organisations. World Physiotherapy operates as a non-profit organisation and is registered as a charity in the UK.

World Physiotherapy believes every individual is entitled to the highest possible standard of culturally appropriate healthcare delivered in an atmosphere of trust and respect for human dignity and underpinned by sound clinical reasoning and scientific evidence.

Our vision

Everyone has universal access to quality physiotherapy services where and when needed.

Our purpose

To represent physiotherapy across the globe, advancing our profession and advocating access for all, to improve health and wellbeing.

Office environment

World Physiotherapy operates with a staff team of 16 people. The international nature of the organisation means that much of our work and communication with member organisations is conducted by email and videoconference. Staff frequently work off site and on a monthly basis there are usually 3-4 people in the office. We operate a flexible working option combining working in the office and working from home.

Staff communicate by email, telephone, and videoconference, as well as regular project-based team calls and face-to-face meetings. By necessity, all individuals working with World Physiotherapy must be able to work independently and take the initiative to stay up to date on World Physiotherapy's activity, seeking further information when/if required.

Diversity and inclusion

World Physiotherapy is committed to best practice in equity, diversity, and inclusion, and to fostering an inclusive environment that reflects the membership it represents. Throughout our recruitment process we seek to ensure that all applicants are judged on their suitability for the post alone and that there is no unfair bias.

Equal Opportunities Statement

As part of our recruitment policy, World Physiotherapy intends to ensure that no prospective or actual employee is discriminated against based on race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

TEAM VALUES

We are a team of people who want to make a difference in the world

Trust

- We say everything that needs to be said in the room.
- We place 'no surprises' at the core of everything we do.



Flexibility

- We adapt our approach according to the individual and situation.
- We strive to balance life & work needs for individuals and for the team.



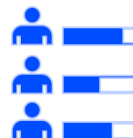
Diversity and inclusion

- We believe a diverse workplace will lead to smarter ideas and more informed decision-making.
- We treat people and groups fairly based on their unique characteristics.
- We recognise each person's individual value and contribution and accept them as a member of the team.



Integrity

- Once we commit to an action, we follow through.
- We strive to make fair and reasonable decisions in a non-judgmental way.
- We always give credit to the team who have helped us get a result.



Collaboration

- We are one team of strong and diverse individuals unified by a clear common purpose.
- We believe working collaboratively will help manage stress, increase retention and loyalty, and achieve our strategic goals.



Care and support

- We are compassionate and treat people with respect.



Duties and key responsibilities

1. Project management

- 1.1. Manage timelines for all congress tasks, using our project management system (Teamwork).
- 1.2. Ensure that all related activities involving other team members and external suppliers are coordinated through excellent communication to make sure dependencies do not delay the project.
- 1.3. Coordinate the weekly congress call and follow up on meeting notes and action points.

2. Abstract support programme

- 2.1. Create invitations and surveys for abstract support volunteers
- 2.2. Create instructions and provide administrative support for abstract support programme coordinators.
- 2.3. Oversee and support the events coordinator to administer requests for the abstract support programme

3. Provide reports of abstract support programme statistics **Abstract submission and review management (focused symposia, abstracts, courses)**

- 3.1. Configure and manage multiple abstract submission systems:
 - 3.1.1. Work with the communications team to create the call and submission guidelines.
 - 3.1.2. Lead on the configuration of the abstract submission systems.
 - 3.1.3. Provide support to abstract submitters and send out submission reminders.
- 3.2. Configure and produce abstract submission reports **Abstract review process management:**
 - 3.2.1. Work with the CPC to confirm review criteria and related guidance for reviewers.
 - 3.2.2. Configure and manage multiple abstract review systems.
 - 3.2.3. Manage the recruitment of abstract reviewers.
 - 3.2.4. Manage allocation of abstracts to reviewers, develop and send abstract review instructions and reminders.
 - 3.2.5. Develop and send abstract acceptance and reject notices.
 - 3.2.6. Configure abstract system to manage presenter confirmation process.

3.4 Abstract awards:

- 3.2.7. Manage the recruitment of abstract award judges.
- 3.2.8. Configure and manage the abstract award judging system.
- 3.2.9. Oversee the allocation of abstracts to judges.
- 3.2.10. Act as the first point of contact for abstract award judges: sending out information and reminders throughout the judging process.

4. Programme administration

- 4.1. Manage all programme sessions.
- 4.2. Manage recruitment and assignment of chairs.
- 4.3. Ensure there are no scheduling conflicts.
- 4.4. Manage invites for presenters in non-abstract sessions.
- 4.5. Manage the presenter confirmation process for all non-abstract sessions.

5. Presenter support

- 5.1. Respond to presenter, chair, and moderator enquiries.

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- 5.2. Work with the programmes and communications teams to create invitations to present, reminders, and session communications.
 - 5.3. Facilitate abstract presenter training and compile accompanying information.
 - 5.4. Manage session guidelines for presenters.
 - 5.5. Manage certificates of presentation.

6. Programme delivery

- 6.1. Contribute ideas of new technologies, solutions, and session formats with a view to enhancing interactivity and ensuring outstanding participant experience
- 6.2. Presentation management service (PMS):
 - 6.2.1. Manage the RfP process for a PMS provider.
 - 6.2.2. Manage PMS provider contract.
 - 6.2.3. Configure PMS upload system.
- 6.3. ePoster system:
 - 6.3.1. Manage the RfP process for an ePoster provider.
 - 6.3.2. Manage the ePoster provider contract.
 - 6.3.3. Configure ePoster upload system.
- 6.4. Speaker service centre:
 - 6.4.1. Work with PMS provider to configure requirements for speaker service centre.
- 6.5. Special sessions (opening, awards, closing)
 - 6.5.1. Schedule and manage session rehearsals
- 6.6. Translation (AI)
 - 6.6.1. Collect requirements and issue RfP
 - 6.6.2. Set-up and coordinate translation during congress

7. Committee secretariat support

- 7.1. Manage the congress programme committee (CPC) including the scheduling of meetings, development of agenda papers, and production of meeting notes.
- 7.2. Maintain strong working relationship with the chair of the CPC.
- 7.3. Contribute ideas of new technologies, solutions, and session formats with a view to enhancing the participant experience.
- 7.4. Manage activities of the CPC with input from other team members

8. AV management

- 8.1. Prepare request for proposals (RfP) and manage the entire RfP process, evaluating options with a variety of suppliers, in liaison with other staff as necessary for services, to select the audio-visual consultant and suppliers.
- 8.2. Coordinates the design, build-up and dismantling of all congress areas: registration, session rooms, meeting rooms, speaker service centre, exhibition space, networking spaces, poster sessions and any other functions of the congress.
- 8.3. Produces space allocation scenarios to ensure optimisation of space, audience flow, and hall usage to meet programme and other logistical needs.

9. Bursary programme

- 9.1. Coordinate the launch of the call in collaboration with the head of events and the marketing and communications department.
- 9.2. Manages external reviewers to score applications and makes recommendations for acceptance
- 9.3. Organises the bursary recipient session.
- 9.4. Oversees the events coordinator in organising travel and accommodation for recipients
- 9.5. Leads on the bursary report.

10. Registration

- 10.1. Configure the registration system according to specified criteria
- 10.2. Oversee the events coordinator in managing registrations
- 10.3. Produce reports on registration data
- 10.4. Manage the onsite requirements with an external badge printing supplier

11. Congress app

- 11.1. Define requirements with communications and marketing team
- 11.2. Manage project timelines and relationship with external supplier
- 11.3. Ensure programme and registration integrations are configured accurately

12. Clinical visits

- 12.1. Liaise with venues and clinical visits coordinators after selection.
- 12.2. Run the clinical visits host orientation.
- 12.3. Manage transportation requirements for clinical visits.

13. Host organisation

- 13.1. Support the head of congress and events in liaising with the local host organisation.

14. Post congress evaluation and report

- 14.1. Draft and implements post congress surveys for participants, presenters, chairs.
- 14.2. Prepare post congress report in collaboration with other internal stakeholders.

15. Regional conferences

- 15.1. Configure and manage abstract submission systems for regional conferences
- 15.2. Configure and manage registration systems for regional conferences
- 15.3. Configure and manage websites for regional conferences

Attributes

The post requires:

- experience of working with scientific programme and abstract management systems, ideally with Oxford Abstracts
- experience of working with registration systems, ideally with idloom
- experience working with conference/congress app suppliers
- advanced programme/complex project management skills
- the ability to quickly learn and adapt to unfamiliar IT systems independently or in formal training
- advanced computer literacy skills and competency with Word, Excel, Outlook and PowerPoint
- strong communication skills (in a cross cultural/professional environment)
- the ability to multi-task, prioritise and manage own workloads.
- the initiative to identify new ways in which the skills of the congress project manager can bring added value and efficiency to the scientific programme systems and processes.
- cultural awareness and sensitivity
- tact and discretion for dealing with confidential information.
- proficiency in English, native language or C2 minimum

It is expected that the person appointed will have:

- a minimum of four years in a relevant work environment
- demonstrable ability to organise and prioritise own workload effectively.
- experience gained working with teams and individuals across time zones internationally.
- delivered a variety of congress content, particularly in medical/scientific association events.
- report creation and data management skills

It is expected that the person appointed will be:

- personable and approachable
- efficient and well organised with attention to detail
- diplomatic
- collaborative and team orientated.
- culturally aware and sensitive to diverse needs

It would be helpful if the person appointed had:

- experience of working in a small team environment