



Job Description

Job Title	National Conference Project Manager
Contract	Fixed Term, 9 months
Working Pattern	Phased: 3 days/week (months 1-3) → 4 days/week (months 4-6) → 5 days/week (months 7-9) - see Section 4
Location	Bristol office-based with hybrid opportunities, UK travel to conference venue in Birmingham and partner meetings in Bristol
Reporting to	Clinical & Research Lead
Direct Reports	May oversee event-day staff

Together for Short Lives

Together for Short Lives is the leading UK-wide charity for children living with serious illness, their families and the services that provide them with palliative care.

Together we support families to live their lives, through the ups and downs, offering practical, emotional and financial help.

Together we unite our sector by prioritising and sharing crucial research, leading guidance and standards, connecting professionals and raising vital funds for children's hospice and palliative care services.

Together we campaign to make sure that children with serious illness and their families get the care and support they need, when and where they need it.

2. Purpose of Role

Together for Short Lives is bringing together the children's palliative care sector for a major national conference. This is a pivotal event for the sector, providing a platform for shared learning, research, policy influence and networking among professionals, families and providers of children's palliative care across hospitals, hospices and community services.

We are looking for an experienced, highly organised Events and Project Manager to lead the operational delivery of the conference from initial planning through to post-event evaluation. You will manage the full delegate and speaker journey - from abstract submissions and programme development, to ticket sales and the online conference portal - while supporting the wider promotion, communications and fundraising/sponsorship effort that underpins the event's success.

This is a varied, hands-on role suited to someone who enjoys owning the detail of an event end-to-end, working across teams, and managing a growing workload as the conference date approaches.

3. Key Responsibilities

Programme Development

- ✎ Work with the conference steering group/committee to support in shaping the programme structure, themes and session format.
- ✎ Coordinate speaker and session confirmation, briefings and logistics.
- ✎ Maintain the master programme timeline and flag risks to delivery dates.

Abstract Submissions

- ✎ Set up and administer the abstract call: submission guidelines, deadlines and the online submission system.
- ✎ Manage the abstract review process - coordinating reviewers/panel, tracking scoring, and communicating outcomes to submitters.
- ✎ Liaise with successful presenters on session slots, formatting and any accessibility requirements.

Ticket Sales and Delegate Administration

- ✎ Set up and manage the ticketing system, pricing tiers (including any concessionary/family rates) and booking process.
- ✎ Monitor sales against targets and report regularly to the project sponsor/steering group.
- ✎ Manage delegate queries, joining instructions, badges and on-the-day registration.
- ✎ Support accommodation and travel booking for all key staff

Conference Portal and Systems

- Manage the online conference portal (or oversee a supplier doing so), ensuring content, programme, speaker and delegate information is professional, accurate and kept up to date.
- Act as first point of contact for portal/ticketing system troubleshooting/ travel planning, working with IT/suppliers as needed.

Promotion, Communications and Fundraising Support

- Work with the Communications team to support the development and delivery of a promotional plan (email, social, website, sector partners) to maximise reach and bookings.
- Support the Fundraising team in securing sponsorship, exhibitor bookings and any grant funding tied to the conference, including preparing sponsor packs and tracking delivery of sponsor benefits.
- Contribute conference content and updates for newsletters, the website and partner communications.

Project Management and Reporting

- Manage the conference budget, monitoring expenditure against budget forecasting costs and escalating any financial risks on a timely basis.
- Maintain up to date contact records for speakers and delegates
- Manage relationships with the venue, Audio and Visual, catering and other suppliers (speakers, exhibitors etc), including contracting and on-the-day logistics.
- Lead on-site delivery on the conference day(s), coordinating staff and volunteers.
- Complete post-event evaluation, reporting and a wrap-up/lessons-learned summary for funders and the steering group.
- Identify, monitor and mitigate operational risks throughout the lifecycle of the project, supporting maintenance of an up to date risk log and evaluating issues where appropriate.
- Develop a lessons learnt log for future projects including collation of all feedback, financial reconciliation and steering group report.
- Ensuring that all activities comply with organisational policies, GDPR, purchasing requirements and health and safety obligations.

4. Key Responsibilities

Hours increase in three phases across the 9-month contract, reflecting the growing workload as the conference date approaches:

Phase	Months	Days / week	Approx. hours / week	Focus
Phase 1	Months 1-3	3 days	21 hrs	Programme development, abstract call design,

				speaker/committee liaison, portal build, early promotion
Phase 2	Months 4-6	4 days	28 hrs	Abstract review admin, ticket sales launch, comms/promotion ramp-up, fundraising/sponsorship support
Phase 3	Months 7-9	5 days	35 hrs	Delegate admin, final programme, on-the-day logistics, portal management, post-event wrap-up and reporting

Person Specification

Qualities	Essential	Desirable
Experience	• Proven experience managing conferences or large-scale events end-to-end, ideally within the charity, health or membership sector. • Experience administering an abstract submission and review process, or a comparably structured content/call-for-papers process. • Experience with ticketing and/or event registration platforms and online event portals. • Experience managing project budgets, timelines and supplier relationships. • Experience working cross-functionally with communications and fundraising colleagues to support a shared goal. • Experienced in managing multiple stakeholders and balancing competing priorities	• Experience in the health, social care or palliative care sector, or working with clinical/professional audiences. • Experience securing or servicing sponsorship or exhibitor income. • Experience managing event-day volunteers or temporary staff.
Skills & Knowledge	• Excellent project management skills, with the ability to manage multiple work-streams and competing deadlines independently. • Strong administrative and systems skills • Highly confident in using digital systems and able to quickly learn new conference, CRM and project planning tools and digital platforms (eg ticketing, portal, abstract-submission systems).	• Working knowledge of GDPR as it applies to delegate data and marketing communications. • Experience of a specific ticketing/portal platform likely to be used (e.g. Eventbrite, Cvent, Oxford Abstracts, or similar - to be confirmed).

	• Confident written and verbal communication skills, able to liaise credibly with clinicians, senior stakeholders, sponsors and families. • Strong attention to detail and a methodical approach to data and record-keeping. • Budget management and reporting skills.	
Personal Qualities	• Highly organised and calm under pressure, particularly as the conference date approaches and hours increase. • A flexible, compassionate, collaborative team player, comfortable working across programme, communications and fundraising teams. • Self-motivated and able to work independently in a role with periods of part-time and full-time working. • Committed to Together for Short Lives' mission, values and to the inclusion of family and lived-experience voice in the conference. • Willing and able to travel within the UK and work occasional evenings/weekends around the event itself, with time off in lieu as appropriate. • Demonstrates initiative, anticipates issues before they arise and takes ownership in resolving them.	