



## **Job Specification: Customer Experience Assistant**

This is an exciting opportunity to join a dynamic and fast-growing company, with scope to progress your career within the events industry. Working as part of our Operations and Events team, you will ensure our customers have excellent experiences at live events taking place in the UK, USA and Europe, as well as virtual events hosted on our digital platform. You will work with our event sponsors, speakers and attendees during the entire event timescale, providing exceptional customer service through a variety of different mediums. Creating innovative projects to improve our overall customer experience will also be a focus of your role, and you'll work within the Events team to produce successful live and digital events. As a Customer Experience Assistant, you will have the opportunity to attend live events on-site (international travel required) to ensure the success of our conferences, exhibitions and client projects. As a forward thinking and supportive company, we will provide you with comprehensive support and tailored progression plans, via detailed training and ongoing mentoring.

### **Job Description:**

- Being the main point of contact for our event sponsors, providing information and support for their upcoming event participation
- Liaising with speakers on their planned presentations and organising any travel/accommodation required
- Working with VIP speakers and premium sponsors to ensure any tailored activities are carried out to a high standard
- Holding pre-event webinars to ensure detailed and valuable information is provided ahead of the event
- Creating networking activities for attendees, such as drinks receptions and gala dinners
- Sending out welcome information to event attendees and assisting with logistical enquiries
- Confirming 1-2-1 meetings between attendees and sponsors
- Handling event budgets, ensuring costs are accurate and in-line with estimations
- Creating comprehensive event materials (such as event guides and signage) for on-site attendees
- On-site attendance and management of events, briefing and monitoring of event staff, registering and welcoming attendees
- Creating digital events (inc uploading of event information and content) and providing virtual support to attendees
- General administrative work and support, including data entry, ordering supplies and database management

### **We are looking for someone with:**

- Ideally previous customer service or event management experience (1 year+)
- Excellent communication skills
- Strong attention to detail

**Benefits of the role:** You will receive a basic salary from £20,000-24,000 PA. To the right candidate we provide excellent remuneration, training, benefits and a long-term career plan. Staff are also provided with annual appraisals, mental health support during our Time to Talk days and annual staff awards to recognise achievements. Additional benefits include - gym membership, flexible/home working opportunities, regular social events, increment of holiday during employment.

**Location:** Our offices are located on the Botley Road, with shops/restaurants within walking distance and easy access into Oxford City Centre.

**Company:** For over 10 years, Oxford Global Conferences has produced cutting edge events and congresses for the Life Sciences Industry, annually bringing together over thousands of industry leaders and solution providers at a senior level, creating the opportunity to partner, network and knowledge share.

**Interested in joining the team? Email your CV and cover letter to [careers@oxfordglobal.co.uk](mailto:careers@oxfordglobal.co.uk)**

**Oxford Global Marketing Ltd**

2<sup>nd</sup> Floor Godstow Court | Minns Business Park | Botley | Oxford | OX2 0JB  
phone +44 (0)1865 248455 | fax +44 (0)1865 250985 | email : [info@oxfordglobal.co.uk](mailto:info@oxfordglobal.co.uk)