



## About NetHope

[NetHope](#) enables humanitarian organizations to better serve individuals and communities in the developing world through smarter use of technology. Working at the intersection of the international NGO sector, private business and technology innovation, NetHope is a Membership organization currently serving over 60 leading humanitarian, development, and conservation organizations around the world. NetHope empowers [our Member organizations](#) to collaborate, innovate, and leverage the full potential of information and communications technology to support their work in 190 countries. NetHope and our Members partner with over 50 of the world's leading technology firms to create innovative solutions to existing and emerging challenges, and to reimagine how technology can improve our world.

## The Opportunity

This position manages the successful delivery of the annual NetHope Global Summit designed for members, partners, exhibitors, funders, and other stakeholders. The Summit is the largest boundary-spanning gathering of the global nonprofit, humanitarian, and technology sectors to collectively harness the power of technology for good. Each year the Global Summit provides face-to-face interactions and a program filled with interactive plenaries, specialized sessions dedicated to tailored solutions, and opportunities for networking, exhibition, and forging meaningful connections. In addition, a virtual portion of the event provides access to high quality content for those that are unable to attend the in-person experience.

## Global Event Production Lead

NetHope is seeking and experienced, organized, and enthusiastic event professional to deliver the highest quality experience leading up to and during the Global Summit. The Lead will secure vendors, manage logistics, provide a high level of customer service to internal and external stakeholders, and ensure the event is executed within budget. The Lead will develop the milestones schedule which begins with site selection and runs through the evaluation process at the completion of the event. They will work closely with the Senior Leadership Team, Director of Membership and Engagement, and External Relationship Team in addition to the management of external vendors.

### *Specific responsibilities include:*

**Venue & Vendor Selection & Management** – The Lead will manage the venue and vendor selection process including creating RPFs and negotiating contracts in a manner that is consistent with industry best practices, NetHope's standards, and meets the specific programmatic needs of the event.

- Negotiate favourable terms and benefits based on the scope of the contract such as Food & Beverage, AV fees, Guest Room Rates, Concessions, Cancellation Clauses, etc.
- Research locations and venues for future Global Summits for announcement to stakeholders at least one year in advance

**Logistics** – Lead the overall delivery of the Global Summit including the development of a detailed project plan that includes milestones and deadlines. The Lead is also responsible for logistics and coordination of speakers, sponsor/exhibitors, venue management, caterers, transportation, accommodations, translators, audiovisuals, rental furniture, photography, printers, and other vendors.

- Develop and meet key performance indicators for the successful execution of the event
- Lead regular stakeholder meetings, facilitate collaboration between departments, and document decisions
- Design the event layout that optimizes the space to meet overall NetHope Summit goals and experience deliverables
- Produce and manage run of show detailed agenda
- Serve as a point person for all program speakers to ensure a smooth experience for all presenters including technical guidelines and options, support and training, and feedback
- Manage & produce all main stage activity
- Manage delivery of professional audio-visual support to ensure quality outputs to meet Global Summit needs
- Responsible for the design and implementation of full attendee experience, including creative in-person and virtual engagements that achieve Global Summit outcomes.
- Manage all registration pricing and deadlines
- Collaborate with internal IT Team on the setup of the event platform in Cvent
- Collaborate with External Relations on items such as in-person and virtual event collateral, marketing materials, and event branding and implement timelines for development and production in coordination with the broader event timeline.
- Responsible for event management of all side events including but not limited to the Community Celebration, Women of NetHope Breakfast, VIP Reception, Executive Forum, and attendee social events
- Secure and manage day-of-event support contractors

**Budget Management** – Develop and manage the event budget by making cost-effective decisions, carefully monitoring expenses throughout the process, and regularly communicating to internal stakeholders.

- Manage the NetHope Master Bill and rooming list
- Review and approve all vendor invoices
- Regularly communicate revenue progress and collaborate with teams on achieving revenue goals

**Cross-Functional Collaboration** – Work closely with the Membership and External Relations teams to ensure the highest level of program delivery, member engagement, and sponsor experience.

- Create and manage staffing plan, train the team as needed, and lead the team through the entire planning and execution process
- Manage pre-recording of plenary sessions in collaboration with Member Engagement Team as needed
- Work across the entire NetHope team as needed

**Strategy Formulation** – Regularly assess and refresh existing event components and provide creative solutions for new event concepts.

- Identify cutting edge in-person and virtual meeting delivery ideas to continuously improve NetHope events
- Analyse event feedback data and outcomes and identify future areas for improvement
- Manage logistics for other NetHope meetings such as staff and board retreats, in-person trainings, and other events as needed.

### *Qualifications:*

#### **Personal Characteristics**

- A passion for NetHope's mission and for working collaboratively and nimbly in a fast-paced dynamic global environment
- Ability to think critically and handle emergency situations, demonstrating sound judgment under pressure, and to proactively propose and execute creative solutions to challenges
- Excellent organizational skills and attention to detail; proven ability to handle multiple projects while setting appropriate priorities to achieve goals
- Cultural sensitivity across all aspects of work
- Values and encourages diversity of thought, backgrounds, and perspectives
- Solid judgement including handling of sensitive information
- Integrity/ethics beyond reproach
- Excellent at working in a networked & virtual team environment
- Ability to multi-task while maintaining vigilant attention to detail in a fast-paced working environment

#### **Knowledge and Skills**

- Exceptional teamwork and customer service skills
- Proven experience in planning and executing successful events on budget and with high feedback ratings from a multi-stakeholder environment
- Excellent communication and interpersonal skills, with the ability to build and maintain relationships with diverse stakeholders.
- Creativity and innovation in developing event concepts and experiences
- Strong project management skills with the ability to manage details across the entire event delivery timeline

- Strong organizational and collaboration skills, experience setting up systems and processes, to ensure a high level of collaboration and productivity
- Multilingual verbal and written communication skills a plus

### Education and Experience

- Event management/registration platform experience required; Cvent preferred
- Minimum 5 years' experience in event planning and management preferable in an NGO/non-profit member organization
- Bachelor's degree from an accredited institution preferred or equivalent work experience
- Additional certifications such as the following preferred: Certified Meetings Professional (CMP) from the Convention Industry Council (CIC), Certified Special Events Professional (CSEP) from the International Live Events Association (ILEA), Certification in Meeting Management (CMM) from Meeting Professionals International (MPI), Certified Event Planning Specialist (CESP) from the National Career Certification Board (NCCB)
- [NetHope Member](#) experience highly valued, other NGO experience a plus

### Reporting and Working Conditions:

- This position is a full-time position that reports to Chief Administrative Officer and works closely with the Chief Operating Officer and Chief Partnerships and Philanthropy Officer and their teams
- NetHope is a virtual organization, so our team, our Members, and our Partners are located around the world. Due to the global nature of the organization, meetings may thus be required at any time of the day to meet with our stakeholders in varying time zones. To meet these needs, NetHope embraces flexible schedules for team members, and we work with each other to be located globally, but still maintain a reasonable work time balance.
- As a global organization, we welcome qualified applicants with diverse backgrounds from various locations, and who may have non-traditional work patterns.
- NetHope is a networked team-oriented environment with staff working across functional areas to produce high-quality programs, services, and connections with our Members. We value open communication and believe that a staff working as a team produces the best outcomes.
- This position is 100% remote and virtual. International or domestic travel is required for approximately 5-7 NetHope meetings/events annually.
- Occasional evenings, weekends, and/or holidays work based on the needs of the event

### How to Apply

Should this opportunity interest you, please submit your application [here](#). Applications will be accepted until February 9, 2024.

*NetHope is an Equal Opportunity Employer.*