

## Event Operations Coordinator

### Overview

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| <b>Role</b>         | Event Operations Coordinator  |
| <b>Location</b>     | Enhanced Care Services HQ, Nursling, Hampshire                                      |
| <b>Hours</b>        | Full time - 40 hours per week   |
| <b>Reporting to</b> | Head of Operations  |
| <b>Remuneration</b> | £26,500 - £28,000 with opportunities for development and growth in the organisation |
| <b>Version</b>      | February 2026   |

### About Us

Enhanced Care Services (ECS) is a rapidly developing, award winning, organisation with a clear ethos of high quality provision across all healthcare sectors, and is seeking hard working and driven candidates who are keen to continue our strive for excellence.

Founded in 2015, Enhanced Care Services has developed into an award winning, clinically led organisation with high standards and a focus on excellent patient care. Having initially delivered enhanced and critical care to a range of events, ECS now oversees the medical cover to a wide variety of events each year, whilst also operating a range of ambulance and clinical services and provides medical education at all levels.

### About the Role

Do you have a passion for events? Do you have a keen eye for detail and enjoy planning and coordination roles, working with multiple stakeholders?

An exciting opportunity has arisen to join the Enhanced Care Services (ECS) team as an Event Medical Operations Coordinator. With ongoing and sustained growth and development of our event portfolio, ECS is seeking a passionate and enthusiastic member to help our team achieve the next level of growth and continue our drive to raise the standards of event medical cover across the industry.

As an Event Operations Coordinator you will be supporting the Event Operations team with customer enquiries, event planning, staff scheduling and coordination of the event medical teams. You will be communicating with organisers from a range of events such as motorsports, running events and festivals, ensuring that we meet their needs to provide a safe and appropriate level of medical care. You will be a vital part for our medical teams, made up of experienced healthcare professionals such as Doctors, Nurses, Paramedics and First Responders. Please note that specific training around the aspects of event medical delivery pertinent to this role will be provided.

You'll be a confident, organised and customer focused individual with excellent written, verbal and communication skills. A professional and enthusiastic attitude is a must, with a passion for high

standards. Having the right team of people working as part of our operation is crucial to its success and as no two days are the same, a flexible and proactive approach is key.

### Role Description

As an Event Operations Coordinator you will have a varied role, including (but not limited to):

- Engaging with potential clients to find out about their events, creating proposals and providing quotes.
- Working with the events team to carry out event risk assessments based on medical guidelines for the industry.
- Communicating with potential and existing customers in a professional and timely manner, assisting them with any enquiries they may have.
- Building strong and lasting relationships with new and existing clients.
- Helping to ensure that all legal and statutory regulations and responsibilities are met in order to maintain a safe working environment for yourself, your colleagues and our customers.
- Assist in the creation of event medical plans that will guide clinical delivery at events with opportunities to develop your skills in planning and delivery.
- Supporting with operational resourcing, including assisting with the scheduling of staff and planning of equipment logistics.
- Communicating and building relationships with our team of clinicians.
- Supporting other day to day business functions as necessary such as administration, marketing and HR.
- Opportunities to attend some of the highest profile events in the country, supporting the administrative and delivery functions and supporting the smooth running of our event medical provision.

### How To Apply

Applications should be submitted via this link <https://ecsrecruitment.typeform.com/to/V9ZmOMyO> and must include the following:

- Completed Application Form
- Up to date Curriculum Vitae, including any employment gaps
- Covering letter of between 250-300 words on why you would like to work with ECS

*Please note: this role is subject to satisfactory Enhanced DBS clearance*

### Person Specification

| Item  | Essential<br>(E) | Desirable<br>(D) | Assessed                       |
|---|------------------|------------------|--------------------------------|
| <b>Qualifications and Training</b>  |                  |                  |                                |
| Educational qualifications in event management or planning  |                  | D                | CV                             |
| Hold a full UK Driving License with no more than 3 penalty points   |                  | D                | Pre-employment checks          |
| <b>Experience</b>   |                  |                  |                                |
| Minimum of 1-2 years event coordination/planning experience.  |                  | D                | CV                             |
| Knowledge/experience of event medical planning or delivery  |                  | D                | CV                             |
| Evidence of recent Continued Professional Development (CPD)   |                  | D                | CV                             |
| Good level of literacy, with experience of using IT systems including word, powerpoint and excel  | E                |                  | Covering Letter, Interview, CV |
| <b>Personal Attributes</b>  |                  |                  |                                |
| Excellent team working and interpersonal skills   | E                |                  | Interview                      |
| Great communication skills with team members and clients  | E                |                  | Interview                      |
| Willingness to learn and develop  | E                |                  | Interview                      |
| Flexibility with tasks and roles to be undertaken   | E                |                  | Interview                      |
| Passion for high levels of quality care, with a dedication to raising the standards of event medical cover  |                  | D                | Interview                      |
| Able to prioritise workload and use own initiative  | E                |                  | Interview                      |
| A keenness to support the operational delivery by attending Safety Advisory Group meetings, site visits and events during their operational phase |                  | D                | Interview                      |