



**Job Title:** Program Manager, Education/Events  
**Job Posting #:** 3121590

**Employing Hospital and Department:**  
Ragon Institute of MGH, MIT, and Harvard

**Minimum degree and field of knowledge:** BS/BA  
**Years experience required:** 5+ years experience

### **Summary**

The Ragon Institute of MGH, MIT and Harvard, seeks to establish a model of scientific collaboration that links clinical, translational and basic science to tackle the greatest global health challenges related to infectious disease research.

The Ragon Institute is a results-oriented group of highly motivated scientists from the field of immunology, virology, genetics, vaccinology, and technology development. At every level, we value intelligence, teamwork, dedication and creativity, and we're always looking for people with those skills who thrive in teams and dynamic environments.

Reporting to the COO, the program manager will be responsible for the development, planning and execution of all Institute events, community outreach educational classes, and internal and external engagement. The Program Manager will work with the Ragon Institute's leadership team to define all objectives and strategy for internal and external events and work closely to help drive our educational initiatives and strategy and ensure seamless implementation.

### **Job Duties & Responsibilities**

#### Event Management

- Lead the planning and implementation of the Institutes' internal and external events, including but not limited to, Symposiums, Ragon annual retreat, Faculty and staff Retreats and other meetings and gatherings (both internally and externally sponsored)
- Responsible for planning all logistics in the preparation and execution of events
- Lead day-of event production and logistics including marketing and promotional activities
- Prepare, manage, and monitor event budgets
- Manage all vendors from contract set up to execution of deliverables to invoice and payment
- Develop and manage workflows in process diagrams to support event planning and execution while identifying best practices for strong event management
- Working closely with the Institute's Communication team, manage closely all external and internal messaging related to the events
- Ensure all events further the mission of the Ragon Institute and adhere to the Ragon Institute's brand
- Responsible for all guest and participants travel arrangements
- Manage, train and educate all staff working the event on proper event procedures, including event coordinators, volunteers, caterers, facilities staff, etc., and hire and train other event personnel as needed (DJs, waiters etc.)
- Analyze event performance and follow up with vendors, staff, organizers, and other stakeholders after the completion of an event to discuss successes, shortcomings, and ways to improve for future events
- Research various event management systems such as Cvent, Fonteva, and Eventbrite to maximize efficiency

- Work with leadership to craft and drive the educational strategy of the Institute; facilitate and support all educational programs at the Ragon Institute (including courses, internships, Fellowships, etc.)
- Jointly with leadership assess the needs of education program at Ragon to make recommendations for continued improvement; and develop the portfolio accordingly
- Collaborate with Ragon faculty members and the partner institute (MIT or Harvard) to support all administrative and logistical needs to plan and execute the classes and student programs
- Responsible for ensuring the quality of program delivery and providing excellent customer service to students, faculty and Ragon partners
- Oversee the education budget; reviewing regularly with the COO and CSO; Manage the logistics for the annual MIT course that is taught in South Africa that includes but not limited to: marketing/outreach, administrative paperwork on the MIT and Ragon side, produce and maintain budget, identify new funding sources and a way to make the course sustainable, create logistics and agenda, ensures everything runs smoothly while abroad
- Lead special projects as directed by the COO when needed
- Functions as a liaison between all faculty and participants
- Identify new ways to improve efficiency on planning and space management of educational programs
- Work along side the cultural committee to develop the Ragon culture by leading the Ragon wide events

#### Community Outreach

- Build closer relationships with existing non-profit partners and identify other ways to engage the Ragon Institute in volunteer work to foster relationships, encourage collaborations and create a sense of unity
- Cultivate relationships with new and/or existing partners, collaborators, and affiliates, engaging the broader scientific community to foster collaborations and to promote our brand and identity
- Maintain a calendar of outreach activities, including community events, workshops, appearances and other communication opportunities

#### **Qualifications:**

The ideal candidate will be experienced in managing projects and programs and will be able to work independently with minimal supervision. This person must be sharp, personable, exceedingly well organized, and attentive to detail. The individual must have the flexibility to interact with staff (at all levels) sometimes under pressure, remaining level-headed, proactive, resourceful and efficient, with a high level of professionalism and confidentiality. Expert level communication skills, and strong decision-making ability are equally important.

#### **Skills/Abilities/Competencies Requires:**

- BA/BS or equivalent a minimum requirement
- 5+ years work experience
- Highly motivated individual that takes initiative with minimal supervision
- Must have strong administrative, communication, marketing, problem solving and computer skills, with a working knowledge of PC's and Mac platforms
- Management and organizational skills needed to manage all event details such as event design and aesthetics, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material, etc.
- Strong project management skills, with the ability to work across a variety of projects with competing deadlines, diverse constituencies, and multiple priorities
- Must be adept at working in fast-paced environment, demanding strong organizational skills and ability to efficiently and reliably prioritize tasks
- Outstanding communication and negotiation abilities
- Ability to learn quickly and change in a fast-paced environment, demanding excellent attention to detail, an outstanding work ethic, and the ability to efficiently and reliably prioritize tasks to meet tight deadlines
- Ability to anticipate any problems or issues that may arise, internal or external
- Ability to assist appropriately in difficult situations
- Flexibility, adaptability to work in a changing environment required. Some evening and weekend work related to special events and meetings may be required
- A cover letter, resume and references required

**Working Conditions:** Shared office setting