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Position: Manager, Membership and Events

Term: Full time

Location: Toronto, ON (Canada) or Washington, DC (US)

Reporting to: Managing Director, Membership and Events

The Institutional Limited Partners Association (ILPA)

The Institutional Limited Partners Association is the world's only global organization dedicated to advancing the interests of private equity Limited Partners, representing ~ 400 organizations and over 50% of institutional assets under management in PE. Member organizations span all categories of small and large institutions including public pensions, corporate pensions, endowments, foundations, family offices and insurance companies. The ILPA represents the global investor base of institutional investors in private equity with members in North America, South America, Europe, Asia, Oceania, Africa and the Middle East. The ILPA helps members magnify their impact on their returns and their industry through a relentless focus on relevant and innovative content that evolves continuously to meet the needs of the ILPA's fast-growing global membership. This content is rooted in four pillars of central importance to every institutional investor – community, voice, education and resources.

The Role

The ILPA is seeking a full time manager to work with the Membership and Events team in delivering its strategy to maximize engagement of the world's private equity LPs. As a key member of the Membership & Events team, the manager will be responsible for a defined segment of the ILPA's geographic member base: this will include building relationships with current and prospective members within that geography to achieve growth and engagement targets and to minimize attrition, as well as to oversee a portion of the ILPA's Global Event Series, a primary forum for engaging with LPs. This individual will manage relationships with our members to understand the most prevalent issues in the industry; across the ILPA's internal team to develop timely, relevant and unique content; and, with industry partners to ensure the delivery of consistently high quality events, ranging from breakfast 'fireside chats' to half day workshops and evening receptions.

The role may be based in either Toronto or Washington DC and may include occasional global travel (primarily North America and Europe in 2017) and will require the candidate to be flexible with regard to working hours during events (~10-15 per year), some of which may take place outside business hours.

Responsibilities

The manager will be responsible for establishing and strengthening relationships with current and potential members. This will require an ability to effectively communicate the ILPA's value proposition and to contribute to the evolution of the ILPA's strategy and activities by leveraging insights gleaned through the role. Core responsibilities will include identifying, tracking and converting prospects, as well as managing the accounts and engagement of current members, including identifying and addressing members "at-risk." Overseeing the relevant Global Events will require working with members and industry stakeholders to highlight priority issues and facilitate meaningful interactions.

Duties will include:

- Contribute to growth of the ILPA's membership base, including acquiring new members, maximizing retention and deepening engagement with member organizations
- Skillfully communicate a member-centric value proposition by positioning ILPA's services in the member's context
- Execute strategic initiatives to improve the member experience
- Develop the Global Events strategy, calendar and budget for a specific region, for review and approval by the MD Membership and the ILPA Membership Committee
- Contribute to the evolution of prioritized topics for discussion at Global Events to ensure content is timely, relevant, and aligned with member needs
- Coordinate and execute approved Global Events, with logistical support from the ILPA Events Coordinator, including leveraging member relationships to identify and engage relevant participants, and identifying potential speakers on chosen topics
- Execute events on-site, with support as appropriate
- Manage relationships with third parties and other industry associations for event partnerships
- Work with ILPA Sponsorship team to match sponsors to Global Events, where applicable
- Track conversations and relationships appropriately in Salesforce, including identifying and prioritizing prospective members, tracking engagement, and managing event invitations and registration (with support from the Events Coordinators)

Relevant Skills / Experience

Inasmuch as this is both a "sales" and "service" role, a "customer-centric" attitude is paramount. The ideal candidate will have 3-5 years of experience or equivalent with consulting, sales, marketing, associations and / or event planning. S/he will demonstrate an interest in advancing the mission and goals of the ILPA, to the benefit of its members. Other qualifications include:

- Bachelor's degree required, with advanced degrees considered an asset
- Demonstrated project management skills, and attention to detail
- Ability to work in a team environment; association experience considered an asset
- Excellent interpersonal and both verbal & written communication skills, in particular with senior-level executive stakeholders; ability to be an ambassador for the ILPA and its members
- Experienced in managing difficult situations and conversations with members / customers
- Proven ability to work within strict deadlines and in a fast-paced environment
- Competent in Microsoft Office; experience with Salesforce and / or CVENT considered an asset
- Previous experience with financial services, private equity and / or limited partnerships considered a strong asset

How to Apply

To apply, please email your CV and a covering letter to Shawna Kaufman, Managing Director of Membership and Events, at skaufman@ilpa.org.