

Smith+Nephew

Medical Education Meeting Planner

Major global medical technology company

Job Information

Hiring Company

Smith + Nephew

Job ID

1555998

Industry

Medical Device

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7 million yen

Work Hours

9:00-17:30

Refreshed

September 15th, 2025 03:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Description:

This position is responsible for Meeting Planning for Medical Education programs and may partner with Meeting Planners (Local and APAC) leading programs, Medical Education, Health Care Providers, vendors and other integral internal functions to ensure delivery of the highest quality and a consistently excellent customer experience.

This role will manage event planning and logistics for the event, which may include venue, AV/production, ground transportation, F&B planning, event management technology, attendee registration and management, occasional onsite event support, pre/post event evaluations, as well as program budget management and reconciliation.

This person will have excellent time management, meet strict deadlines, have keen attention to detail, strong communication skills both written and verbal, and the ability to manage multiple tasks while maintaining a high level of customer service.

Event Management Planning

- Manage meeting planning logistics for Medical Education courses that generally range in size from 2-100 attendees, and some larger symposia and larger virtual events. This may include venue, AV, ground transportation, F&B planning, HCP travel, etc.
- Oversee attendee experiences from event planning phase through post-event review; manage on-site preparations, and ensure consistent, high-level service throughout all phases
- Prepares budget and monitors expenditures for each meeting. Ensures timely vendor payments and event reconciliation.
- Work with pre-determined locations including Smith & Nephew Academy and HCP training sites. Occasionally will conduct site selection and be involved with contract negotiation for alternative venues.
- Lead pre-event planning calls
- Ensure adherence to all Compliance, Code of Conduct and local laws regarding interactions with Health Care Providers (HCP)
- Leverage Meeting Management technology solution(s) for attendee management and communications.
- Effectively communicate directly with HCP's
- Troubleshoot and handle any issues that arise on the event day
- Tracks and processes all HCP changes, including travel (flight/rail), ground, hotel confirmations and cancellations
- Provides reports such as: rooming, participants list, ground transportation, group air, arrival and departure, food and beverage, translation etc.
- Knowledge of meeting planning policies, procedures, compliance, business and best practices.

Reporting and Compliance

- Manage Compliance reporting for all activities, inclusive of aggregate spend, transparency, etc..
- Adherence to S+N business conduct policies and procedures as well as local laws and regulations.
- Maintain the highest standards of ethics and compliance.

Ad hoc duties

In addition to the above, employees may be asked to perform other duties that may be reasonably required, including working on special projects, within the scope of the job title and to work safely at all times with due regard for health, safety, and environmental protection.

Required Skills

Requirements

- Experience 3-5+ years of progressive experience in meeting. planning, preferably in the medical industry.
- Bachelor's degree preferred.
- Strong background in hospitality and event management.
- Travel required 5-25%. Depending on geography of role travel may be domestic or considered international.
- Business-level English is highly preferred. Native-level Japanese is required.

Competencies

- Ability to understand customer priorities and use industry knowledge to help achieve goals
- Self-motivated and ready to take on challenges and work under stress in a fast-paced environment

- Ability to handle pressure and make good decisions quickly
- Highly detail oriented with a critical degree of accuracy regarding event details
- Strong interpersonal and communication skills
- Prepared to work flexible hours
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and meticulous attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Highly organized with the ability to meet multiple concurrent deadlines.
- Ability to provide outstanding customer service and remain professional.
- Exercises independent discretion and judgment and solves moderately complex problems.
- Must be able to think and respond quickly to offer solutions to problems/issues in an efficient manner.
- Initiative-taking and ready to take on challenges and work under stress in a challenging environment.
- Ability to manage pressure and make good decisions quickly.
- Highly detail-oriented with a critical degree of accuracy regarding event details.
- Prepared to work flexible hours.

Company Description