1 MAIN PURPOSE OF THE JOB

The Membership Engagement Administrator provides administrative support to the Retention and international teams, ensuring the highest standards are maintained in the delivery of services across the globe. The job holder will liaise with a diverse range of people: members, Committees and staff globally and will provide support, advice and assistance where applicable. They will take responsibility for the travel and accommodation of UK & Ireland Retention team.

2 POSITION IN ORGANISATION

Within the Membership Directorate the role reports to the Membership Engagement Supervisor but will work closely with the Associate Director Retention and Associate Director International.

3 DIMENSION & LIMITS OF AUTHORITY

- No line management or budgetary responsibilities
- Acts with approval from Membership Engagement Supervisor

4 SKILLS & EXPERIENCE

- Experienced and competent in an administrative environment
- Experience of delivering a high standard of customer service with the ability to handle queries effectively at all levels
- Excellent written and spoken communication skills with the ability to interact with a variety of different people and cultures
- Excellent attention to detail with experience of proofreading documents and communications
- Experience of working in a team
- Excellent organisational skills with the ability to complete tasks within deadlines
- Ability to work well under pressure and prioritise workload within a busy environment
- Ability to maintain accurate records
- Experience of writing minutes
- Strong IT skills including Microsoft Office software (Word, Excel, PowerPoint and Outlook), with the ability to learn new systems quickly, e.g. in-house systems, event systems and Customer Relationship Management database.
5 DUTIES & KEY RESPONSIBILITIES

Administration (85%)

- To be the CIOB internal point of contact for the department and support their activities under the guidance of the Membership Engagement Supervisor.
- Support the Associate Director Retention through providing data / reporting and organising key events / meetings.
- To support the Member Engagement Committee Secretariat and arrange meetings, manage board member contacts, manage communications, undertake minutes and other duties required.
- Support the Associate Director International and international teams on administrative, event and special project work.
- Manage correspondence and information, answering telephone calls and emails
- Arrange and coordinate team calls, meetings, preparing associated documentation, making travel, accommodation and catering arrangements, assisting in meeting set up and taking minutes where required
- Maintain basic financial records (e.g. cost codes, purchase orders, expenses)
- Execute and implement efficient and effective administration processes, suggesting improvements where necessary
- Monitor SharePoint pages to ensure they hold up to date and accurate information
- Ensure committee member records are kept up to date in CRM
- Provide support and guidance to members and prospective members in conjunction with other staff
- Develop effective working relationships with other departments in order to communicate effectively
- Coordinate the induction of new team members
- Produce monthly performance information to be shared with the wider team.

Development (5%)

- Coordinate Retention team calls, ensuring the agenda, minutes and other papers are circulated in line with policy

Other Responsibilities and Ad-Hoc Projects (10%)

- Provide cover for regional activities and administration from time to time should the existing resource not be present at the local office for a long period of time
- Support the Retention team and wider CIOB with special ad-hoc projects as required
- Act as a CIOB representative at exhibitions, conferences and seminars as required, promoting the CIOB and its membership.
- Willingness to travel in the UK and Ireland occasionally

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.