

JOB TITLE:	MEMBER SERVICES AND EVENTS COORDINATOR WESSEX & CHANNEL ISLANDS HUB
JOB HOLDER:	VACANT
DATE UPDATED:	JANUARY 2022
REVISION (HR Office Use):	VERSION 1

1 MAIN PURPOSE OF THE JOB

To be the main point of contact for members providing excellent service, support and membership advice for the London and Hemel region. To be a conduit for corporate information to the Local Hub Committee(s) ensuring the goals and objectives of the Institute are delivered. To organise and deliver a programme of events locally including: networking, CPD, new member and upgrade workshops. This post supports two hubs, London and Hemel, and the post holder will share responsibility with another existing Member Services and Events Co-ordinator between the two hubs. This role requires a strong attention to detail and candidates should be equally comfortable working independently or as part of a customer facing situation

2 POSITION IN ORGANISATION

- Reports to the Regional Manager
- Member of the Global Operations team, within the Membership Directorate
- Collaborates with colleagues within the team and across all HQ departments

3 DIMENSION & LIMITS OF AUTHORITY

With authorisation from the Line Manager, contracts for services in connection with events may be entered and must be within approved budget.

4 SKILLS & EXPERIENCE

- Demonstrable administrative experience
 - Experience of organising and reviewing successful events within budget desirable
 - Excellent copy writing skills essential
 - Excellent customer service, organisational, multi-tasking and administrative skills essential
 - A passion for networking and building relationships
 - Ability to communicate effectively and confidently at different levels
 - Basic budgetary skills and accurate minute taking experience essential
 - Ability to work from home with minimal supervision essential
 - Team player
 - Willingness to travel and work flexible hours to meet the organisation's needs – driving licence is highly desirable
 - Strong IT skills including Microsoft Office software (Word, Excel, PowerPoint and Outlook) experience of working with social media, with the ability to learn new in-house systems quickly. Experience of customer databases and digital communications software highly advantageous as is experience of webinar software.
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5 DUTIES & KEY RESPONSIBILITIES

Event coordination, delivery and measurement: <ul style="list-style-type: none"> • Deliver a range of local events, including CPD events (localised topics and HQ core topics); site visits, annual student challenge, membership/Professional Review workshops to recruit and upgrade members meeting targets (content provided by HQ); Tomorrow's leaders events; professional networking/profile raising events - for larger events e.g. Annual Dinners a supporting role is required • Ensure all CIOB's products/services are promoted at events e.g. CIOB Training, CIOB Academy, membership, structured programmes, CPD portal, magazines etc. • Coordinate sponsorship activities and requirements, ensuring these are delivered where appropriate • Follow Hub Regulations and policy • Collate delegate evaluation responses, analyse, and report on the event to the Regional Manager and Local Hub 	30%
Member Services <ul style="list-style-type: none"> • Advise potential members on basic routes to membership (directed to HQ departments for more complex enquiries). Attendance at the Annual Global Operations Conference (London or Bracknell) is required for training • Advise members and potential members on local activities and products available to them. • Effectively respond to enquiries • Ensure the CRM is kept up to date with any contact made in compliance with the Data Protection Act • Contribute to the annual renewals campaign locally to achieve targets set along with weekly upgrade campaigns. 	40%
Communication and Promotion <ul style="list-style-type: none"> • Publicise and promote the local annual events programme (may include joint events with other professional bodies or local associations) to achieve targets • Liaise with local universities/colleges/schools to ensure they are promoting membership on site, have all the information relating to students that is appropriate e.g. scholarships, awards, post graduate programmes and assist with accreditation visits where necessary – links to Tomorrow's leaders groups essential to assist with visits (annual at least) • Deliver student presentations to colleges and Universities as and when required • Deliver local member/non-member communication using all channels e.g. scheduled event only monthly dotmailer newsletters, Contact (CM magazine) social media, email, website, phone 	20%
Support <ul style="list-style-type: none"> • Support Local Hub committee(s) and local Tomorrow's Leaders, take accurate (non-verbatim) minutes, follow governance procedures within the Hub Regulations document, act as a conduit of information between the Local Hub(s) and HQ • Responsibility for raising purchase orders and invoices for local events and associated income and expenditure. • Arrange travel and accommodation for members and staff as appropriate. • Support the Regional Manager where necessary, in particular, to deliver local annual business plan and budget and membership workshops. • Provide support across the regions Hubs to assist colleagues with workloads. Such activities include (but not limited to) membership retention calling, campaign activities, and supporting colleagues remotely in the regions Hubs to provide the membership support required. 	10%

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.

PART 2: DUTIES & KEY RESPONSIBILITIES

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