

Membership Engagement Administrator

Job details	
Directorate:	Membership and External Affairs
Department:	Membership Experience
Team:	Membership Engagement and Services
Grade:	Career Professional A
Reports to:	<i>Tbc</i>
Line management responsibilities:	No
Location:	London

Role overview

Provides administrative support for the Membership Engagement and Services Team.

Core duties of the role:

The post holder will:

- Support member meetings and events/roundtables: plan, organise, delivery
- Schedule member meetings
- Meeting minutes and actions: internal and external
- Support engagement co-ordination
- Manage member inquiries and issues
- Meeting agendas, materials
- Undertake desk research
- Maintain filing system
- Maintain insights repository
- Development and maintenance of member records and information
- Administer internal finance systems
- Workplan delivery operational matters as assigned

Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Essential: Excellent administrator with experience of delivering front line customer services	Interview
Essential: Experience of organising and facilitating meetings with stakeholder groups	Interview
Essential: Excellent written and verbal communication skills	Interview
Essential: Excellent customer service skills	Interview
Essential: CRM:365 skills and reporting tools	Interview
Essential: MS Office High competency: Word, Excel, PowerPoint	Interview
Essential: Flexible and inclined to go "above and beyond" in pursuit of excellence	Interview

Excellent: Conscientious, discreet, enthusiastic, reliable and personable individual	Interview
Essential: Thorough, accurate and able to work under pressure and to tight deadlines	Interview
Essential: Ability and willingness to work to own initiative and as part of a team	Interview
Essential: Excellent minute/note taking skills	Interview
Essential: An excellent work ethic, 'can do' attitude and approach to work	Interview
Desirable: Experience with financial systems	Interview
Desirable: Experience with Microsoft Teams	Interview
Desirable: Experience with survey tools	Interview

Organisational chart

