

JOB TITLE:	MEMBER SERVICES AND EVENTS COORDINATOR
JOB HOLDER:	
DATE UPDATED:	
REVISION (HR Office Use):	

1 MAIN PURPOSE OF THE JOB

To assist Regional Manager with the implementation of regional strategy, including identify relevant event partners and stakeholders, and activating membership leads by coordinating meetings and presentations with employers, universities, professional bodies and other stakeholders.

2 POSITION IN ORGANISATION

The role reports to the Regional Manager for Hong Kong and is situated in Hong Kong. The role works very closely with another MSEC for Hong Kong and with other MSECs across the International team. Other close working relationships are with hub committees, the Marketing team, and CIOB Academy staff.

3 DIMENSION & LIMITS OF AUTHORITY

With authorisation from the Line Manager, contracts for services in connection with events and marketing campaigns may be entered and must be within approved budget.
Travel and expenses related to travel for business development purposes must be authorised by the line manager and be within approved budget.

4 SKILLS & EXPERIENCE

- Excellent customer service, organisational, multitasking and administrative skills, provide administrative support to members and Hong Kong team
 - Excellent time management and research skills, manage calendars including meeting schedules and event planning co-ordination, closely liaise and coordinate with internal and external parties to ensure smooth business operation
 - Basic budgetary skills
 - Ability to communicate effectively and confidently at different levels
 - Ability to work flexibly and with minimal supervision
 - Willingness to travel and work flexible hours to meet the organisation's needs
 - Strong IT skills including Microsoft Office software (Word, Excel, PowerPoint and Outlook), with the ability to learn new in-house systems quickly
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PART 2 : DUTIES & KEY RESPONSIBILITIES

5 DUTIES & KEY RESPONSIBILITIES

Administrative support and Member services	35%
<ul style="list-style-type: none"> • Perform research and identify event partners / relevant leads from event registrations, LinkedIn and other sources • Provide background desk research in advance of stakeholder meetings, arrange meeting logistics • Provide administrative support to supporting organisations • Manage Hong Kong team calendar, provide administrative support to Regional Manager • Create tailor made presentations based on event partner or stakeholders needs 	
Event Coordination, Delivery and Management	20%
<ul style="list-style-type: none"> • Create event listings to help promote upcoming events, give updates on event registration • Support the delivery of events, such as CPD, site visits, Introduction to CIOB seminars, Professional Review workshops, Tomorrow's Leaders and events, and professional networking and profile raising events. • Ensure CIOB's products and services are appropriately profiled at events • Monitor event registration, and produce post event reports such as attendance data • Maintaining relationships and periodically contacting partners to gain updates on their needs and progress on initiatives such as Training Partnerships and University accreditations 	
Member Services	35%
<ul style="list-style-type: none"> • Answer member queries and provide administrative support to members, effectively respond to applicant and member enquiries within set standard operating procedures • Advise potential members on routes to membership • Ensure the CRM is kept up to date with any contact made in compliance with UK and local Data Protection legislation • Contribute to membership campaigns such as annual renewals • Provide reports and data related to member insights 	
Support	10%
<ul style="list-style-type: none"> • Support local hub committee and Tomorrow's Leaders groups, e.g. arranging meetings, taking minutes, following governance procedures as per hub regulations. • Act as a conduit of information within and between hubs 	

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.

PLEASE ELECTRONICALLY SIGN ON HR SYSTEM

JOB HOLDER:	
DATE SIGNED	

