

JOB TITLE:	MEMBER SERVICES AND EVENTS COORDINATOR NORTHERN & HIGHLANDS
JOB HOLDER:	
DATE UPDATED:	22/04/2022
REVISION (HR Office Use):	VERSION 1

MAIN PURPOSE OF THE JOB

To be the main point of contact for members providing excellent service, support and membership advice at a local level. 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 publish a programme of events locally including: networking, CPD, new member and upgrade workshops. This post supports two Hubs Northern and Highlands and Islands and the post holder will share equally their resource between the hubs. This role is primarily an administration post with additional focus on membership support and events and requires a strong attention to detail. Candidates should be equally comfortable working independently or as part of a customer facing situation.

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

SCOPE OF JOB

- **20% Event coordination:** Deliver a range of local events: CPD, site visits, membership workshops, Novus, networking, annual dinners in a face to face or virtual format as required.
- **40% Member Services:** advising members and potential members on routes to membership and contribute to the annual renewals campaign, weekly upgrade campaigns, promotion of Professional Review workshops and CIOB products and services including the Academy. Updating personal records on CRM system.
- **20% Communication:** promote local events programme, liaise with Novus and local universities, use all channels available
- **20% Support:** support the Local Hub committee(s) – 4 meetings per annum x 2 Hubs, support the Regional Manager

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.

QUALIFICATIONS

Good secondary level education e.g. 5 GCSEs or equivalent (including Maths and English). Education to A Level standard or equivalent, or holding a relevant professional qualification is desirable. Qualifications should demonstrate good standards of the English language and numerical skills.

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

PART 2 : DUTIES & KEY RESPONSIBILITIES

- 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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DUTIES & KEY RESPONSIBILITIES

20% Event coordination, delivery and measurement:

- Deliver a range of local events, including CPD events (localised topics and HQ core topics); site visits; 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

40% Member services:

- 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 in the annual renewals campaign locally to achieve targets set along with weekly upgrade campaigns.

20% Communication and promotion:

- 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:

- Support Local Hub committee(s) and local Novus groups - organisational only e.g. arrange 4 meetings per annum per Hub, 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.

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

PLEASE SIGN BELOW

JOB HOLDER:	MANAGER:
DATE SIGNED	DATE SIGNED:
DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE	

Please forward a signed copy + an electronic copy to the HR department.