

The information provided in this Job Description is given to ensure that the post holder has the best opportunity of understanding what is required to be effective in the post. It is not intended to be prescriptive in every detail and it is expected that the post holder will be as positive and flexible as possible in using this as a framework.

Job Description

Job Title: Membership and Events Executive

Accountability To: Marketing Executive

Location: London

Status: Full time permanent

The Position

This role provides a range of administrative functions in support of the Institute's activities especially relating to our range of membership and events. In particular:

Member and non-member service and administration

- Delivers a friendly and professional service to members, both via email and by telephone
- Maintains accurate and effective data
- Processes Associate and student member applications
- Processes member financial transactions as directed
- Produces certificates for examinations and registrations

Administration and coordination relating to key events

- Responsible for delegate registrations and handling queries for our centrally organised events and other key member-led meetings and events
- As above for the 'Student Career LaunchPad' events
- Manages records of key contacts for potential invitation to future events
- Where required, manages the arrangements for speakers for centrally organised events.
- Coordinates arrangements and resources in preparation for events as required.

Manages IFST's 'online CPD system' 'myCPD'

- Responsible for the Institute's online CPD system, 'myCPD' acting as overall system administrator and coordinator for its service.
- Maintains regular contact with users to encourage usage and promote best practice relating to the recording of their CPD.
- Monitors and reports on usage and seeks opportunities to improve usage.

Coordinates IFST's diversity activities and profile

- With guidance from the Chief Executive, monitors IFST's commitments to diversity in relation to membership, volunteers, governance and internal processes.

- Coordinates activities to ensure we meet our commitments to diversity especially in relation to our Declaration to the Science Council.

Other responsibilities

- Maintaining and updating those procedures relevant to the functions and responsibilities of the role.
- Contributes to the main shared team activities within the office
- Other defined administrative responsibilities
- Participates in development projects and other activities as required