

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 Coordinator
Reporting to:	Marketing Manager
Location:	London
Status:	Full time permanent

#### The Position

This exciting and interesting role provides support to the Institute's volunteer activities especially relating to the co-ordination of its Branch committees as well as the organisation of many of its member-led meetings and events. In particular, responsibilities include:

#### **Coordinating and supporting Branch activities**

- Liaising with the Institute's regional committees (Branches/Hubs)
- Providing and sharing guidance on best practice
- Coordinating, supporting and encouraging these volunteer communities to align their activities with the Institute's overall plans and to optimise the impact of their activities.

#### **Administering and coordinating member-led and other events**

- Coordinating arrangements and resources in preparation for our member-led meetings and events – in particular, Branch and SIG events and visits - including, liaising with venues, speakers, delegate registrations and handling event queries
- As above for the Institute's 'Student Career LaunchPads' and other student events
- Supporting the Marketing Manager with the event organisation for IFST's centrally-led events

#### **Member and non-member service and administration**

- Delivering a friendly and professional service to members and non-members, both via email and by telephone
- Taking membership payments over the phone
- Maintaining accurate and effective data records

#### **Other responsibilities**

- Maintaining and updating procedures and manuals relevant to the functions and responsibilities of the role.
- Contributing to shared team activities within the office
- Participating in development projects and other activities as required
- Other tasks and responsibilities as required from time to time

## Person Specification – Membership and Events Coordinator

Criteria	Essential	Desirable	How Assessed?
1. Skills	<p>Computer literate including experience with Microsoft Office</p> <p>Personable and outgoing - able to converse confidently with people at all levels</p> <p>Excellent written/ verbal communication skills</p> <p>Good attention to detail</p> <p>Organised, logical and analytically minded</p> <p>Ability to take initiative, recognise and prioritise the tasks that need to be carried out</p>	<p>Experienced in using Microsoft Office and other basic IT packages e.g. database entry, Adobe, Mailchimp,</p> <p>Experience with website up-dates and social media</p>	<p>CV</p> <p>Cover letter/email</p> <p>Interview</p>
2. Qualifications/training	2 A levels or equivalent or above	Degree or equivalent	CV + interview
3. Experience	<p>Previous experience working in an office environment</p> <p>Record keeping/ admin /events</p>	<p>Previous experience coordinating member or volunteer activities</p> <p>Coordinating/managing small/medium-sized events</p>	<p>CV</p> <p>Interview</p>
4. Other	<p>Willingness to undertake shared team activities</p> <p>Flexibility and willingness to undertake a variety of tasks</p>		Interview