



JOB DESCRIPTION

JOB TITLE: Membership & Events Administrator

JOB LOCATION: Home-based

RESPONSIBLE TO: Secretariat Supervisor

ACCOUNTABLE TO: Executive Committee, Chair

HOURS OF WORK: 20 hours per week

JOB SUMMARY

To provide high-quality administrative support to the organisation and support the functioning of membership support, events support and governance support to ensure a high-quality experience for all users.

MAIN DUTIES AND RESPONSIBILITIES

- To provide membership administrative support including dealing with correspondence, managing appointments and diaries, arranging travel and accommodation, screening and handling calls and emails and arranging meetings.
- As part of the team, to plan and deliver a range of training and events to support members and promote the profession.
- To provide administrative support to meetings across the organisation, including the co-ordination of agenda items, the preparation, collation and distribution of the agenda and any other relevant documentation in addition to minute taking and the typing and distribution of minutes to appropriate people.
- To support the delivery of the administration contract with the Orthotic Education & Training Trust.
- To ensure, under the direction from the relevant officer, that resulting actions from meetings are delivered by relevant Board or working group members, and undertake identified actions as required.
- Provide support to BAPO Secretariat including member communications, arranging educational events and updating the website.
- To help produce presentations, reports and responses to government bodies and edit and revise briefing papers and as required.
- To be an effective member of the Team, contributing to developments as they arise, and contributing to the work of other teams.
- To keep abreast of the internal and external developments of the Association or contractor organisations to ensure that these are reflected within the work of the teams.



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- To be a key point of contact for queries from members or external contacts about member activities, redirect enquiries, provide information, and respond to complaints as appropriate.
 - Process membership applications, ensure financial queries are responded to or passed to appropriate people, deliver advice and support to members on information available to them on web or other platforms.
 - To work to agreed KPIs and to assist with the collection of data to monitor contracts as required.
 - To lead or contribute to BAPO projects in support of the strategic or business plan.
 - To undertake any other duties as may from time to time be required.
 - To comply with all relevant policies and procedures.

RESOURCES

Financial:

- Liaise with the accounts department regarding membership and sponsorship payments.

People:

- Maintain an excellent working relationship with other staff, members, and external contacts.



PERSON SPECIFICATION - KNOWLEDGE, SKILLS AND EXPERIENCE:

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of preparing accurate draft documents based on various sources of information • Experienced with activities requiring attention to detail • Experience working in an administrative / business environment • Experience of working with finances (e.g., recording and monitoring) • Experience in a customer focused environment 	<ul style="list-style-type: none"> • Experience in maintaining basic budgetary systems • Experience of conference or event organisation • Experience of content management system (CMS) for website
Knowledge	<ul style="list-style-type: none"> • Knowledge of Microsoft Office (Word, Excel, PowerPoint etc) • NVQ 3 Business administration or equivalent qualification or experience • Good standard of English Language, grammar and maths to at least GCSE level or equivalent • Excellent customer service standards 	<ul style="list-style-type: none"> • An awareness of the professional issues faced by healthcare professionals • Educated to Degree Level
Skills and abilities	<ul style="list-style-type: none"> • Ability to communicate with staff of all levels, members, external agencies the public and suppliers • Ability to communicate clearly and concisely in writing, on the telephone and face to face • Ability to work under pressure to meet defined deadlines • Ability to prepare formal minutes and agendas • Ability to demonstrate an organised and methodical approach • Ability to be flexible and demonstrate initiative and innovation • Ability to demonstrate tact and diplomacy • Ability to maintain confidentiality • English Language and grammar proven skills • Good minute taking skills 	
Essential personal qualities	<ul style="list-style-type: none"> • Work effectively as part of a team • Maintains confidentiality • Positive attitude • Self-Motivated • Flexibility to cover sickness and holidays to ensure continuous service to user 	



Where a level of experience is indicated, this is a guideline only and represents the amount of time we would usually expect a candidate to accumulate the requisite level of experience. This does not preclude applications from candidates with more or less experience.

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of BAPO to examine job descriptions from time to time and to update them to ensure they relate to the job being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

Signed by..... Date

Signed by Date