

Job title: Membership and Engagement Administrator
Salary: £30,012 pa
Hours: 35 hours per week
Location: Westminster, 18 Smith Square, London
Contract duration: Fixed Term for Two Years
Closing Date: Monday, 23 September 2019, 12:00 pm.
Interview date: 02 October 2019
Responsible to: Communications, Membership and Events Coordinator

Job description

Job purpose:

1. To provide a range of administrative support for ADASS
2. To deliver an effective business support service and assistance to ADASS, including our trustees, ADASS members, ADASS chief officers, and in organising conferences and events.
3. To be a first point of contact for members, partners and the public, either via email, in person or on the phone.
4. To support the Communications, Membership and Events Coordinators in managing internal communications, newsletters and publications.

Administrative support

1. Organise and support meetings for ADASS members, Trustees and staff, including assisting with forward planning, diary coordination, distributing papers and minute taking. These meetings are often high level and involve partner organisations, civil servants or Government Ministers.
2. Manage the existing membership record keeping systems, using ADASS Customer Relations Management software, Microsoft Outlook, the ADASS website and other systems, as well as supporting the team in developing and implementing new and effective ways to track and support our membership.
3. Work with finance and events colleagues to ensure financial customer and supplier contact information is accurate and up to date.
4. Work with finance colleagues to ensure membership subscriptions and event fees are collected in an efficient and timely manner.
5. Organise and deliver communications to ADASS members and on members' behalf as necessary. This includes weekly bulletins and ad hoc membership communications as and when they arise.
6. Manage the team Outlook accounts ensuring a professional and efficient response is given to those contacting the charity and ensuring robust cover arrangements are in place to cover absences.
7. Provide signposting and information to members of the public and act as first point of contact for all public enquiries to ADASS.
8. Compose and prepare correspondence for ADASS Staff, Trustees and members, as required.
9. Organise travel and accommodation arrangements for ADASS as and when required.
10. Design, implement and maintain information systems and office procedures for ADASS projects.

11. Collate information for use in preparing reports, programmes, publications, articles, blogs and other documents.
12. Occasionally deputise for Communications, Membership and Events Coordinator at meetings and events.
13. Act as an initial point of contact for internal and external enquiries from members, staff and other partners for which administration is being provided. Respond to or refer enquiries as appropriate.

Administrative Support

1. Provide support and cover for other ADASS administrators as needed.
2. Provide support and cover for other ADASS administrators at times of peak workload. This will include administrative and logistical support, including attendance, for the Executive Council and Trustee meetings, Spring Seminar, the National Childrens' and Adults Services Conference and other events. Other peak times include, but are not limited to, membership renewal, financial year end and recruitment exercises.

Other duties

1. Adhere to the Association's Equality and Diversity policy in all activities and actively promote equality of opportunity wherever possible.
2. Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant legislative directives.
3. Work in accordance with the Data Protection Act, General Data Protection Regulations and any other data protection and intellectual property legislation.
4. Be aware of, comply with and contribute to the development and review of the ADASS Code of Conduct and other ADASS policies.
5. Undertake such other duties as may be reasonably expected.
6. Commitment to ADASS's values and charitable objectives.

Person Specification

Applicants for this post must be able to demonstrate the following knowledge, skills and experience.

Qualifications and Experience

1. A good knowledge of office systems and procedures which has been gained from at least two years' previous administrative experience.
2. Experience of arranging high level meetings, events and seminars.
3. Experience of producing a high standard of written work including records of meetings, reports, emails and letters.

Skills and Abilities

1. Good IT skills, including well developed ability to use Word, Excel, PowerPoint, Access and Outlook. The ability or aptitude to undertake intranet/electronic publishing input.
2. Experienced in using email systems such as Mailchimp, as well as online survey development systems such as Survey Monkey.
3. Experienced with Customer Relationship Management systems (such as Salesforce) and Content Management Systems (such as Wordpress).
4. Good oral and written communications skills.
5. Excellent organisational abilities, including the ability to take initiatives, prioritise your own work to meet deadlines and project milestones, and a concern for order and accuracy.
6. Good interpersonal skills, particularly the ability to deal effectively and courteously with staff, members, senior people, visitors and partner organisations in order to provide a good level of customer care and partnership working.
7. Self-motivated, positive thinker with a 'can-do' attitude.
8. Good numeracy skills.

Knowledge

1. An understanding of the role of ADASS and work carried out, or the ability to quickly acquire this understanding.

Personal Characteristics

1. Ability to work as part of a team and a flexible approach in order to adapt to changing project and work requirements.
2. Tact and sensitivity in progress chasing and dealing with difficult queries.
3. Understanding of political sensitivities.

How to Apply

Please follow this [link](#) to apply. For more information or to chat about the role, please contact [Letizia Mattanza](#).

ADASS has a positive approach to achieving a diverse workforce and welcomes applications from all sectors of the community.