

Job Title	MEMBERSHIP OFFICER	
Grade Salary Hours	Grade: 2 Salary: £22,432 Hours: Monday to Friday, (35 hours per week). Contracted hours are 09.00 to 17.00 with 1 hour unpaid for lunch each day. A pilot flexible working system is currently being used so there will be flexibility to work the 35 hours between 0830 and 1930 across the contracted days. There will be occasional work required out-with the flexi-periods. Full Time, Permanent	
Starting Date	ASAP	
Role	To support the Fellowship and Young Academy Manager in the delivery of a creative programme of activities to engage and build long-term relationships with the RSE Fellowship.	
Key Responsibilities	<ul style="list-style-type: none"> To coordinate the organisation and delivery of a programme of engagement events and activities for the RSE Fellowship To create and coordinate event budgets for approval To produce targeted written materials and communications, ensuring consistency of RSE brand To provide administrative support for the election of new RSE Fellows To maintain accurate records in the RSE's database in relation to the Fellowship To represent the RSE at external events To undertake other administrative tasks and duties for the Fellowship, and support other areas where appropriate 	
Key Competencies /Skills	ESSENTIAL <ul style="list-style-type: none"> Experience of planning and delivering events Good communication skills, both oral and written and the ability to act with tact and discretion in dealing with confidential information Good interpersonal skills with customer facing role experience Ability to prioritise and manage time to strict deadlines Good attention to detail Able to work effectively and confidently within a team environment 	DESIRABLE <ul style="list-style-type: none"> Experience of working within a membership organisation Experience of using a CRM Database Experience of using a website content management system (e.g. WordPress) Experience of using an email marketing platform (e.g. Mailchimp)
Key IT Skills	Word	Excel
	Intermediate level	Basic level
	Outlook	Others [training will be provided]
	All skills	CRM Database (Integra) RSE Web site content management system (WordPress) Venue Booking system (Rendezvous) Email marketing platform (TT-Mail)
Staff Management Responsibilities	The post has no staff management responsibilities	
Responsible to	Fellowship and Young Academy Manager	
Customer Groups	External: Partner organisations, service providers, funders and the wider community Internal: All RSE staff, RSE Fellows, Trustees and Committee Members	

JOB SPECIFICATION

- **To coordinate the organisation and delivery of a programme of engagement events and activities for the RSE Fellowship (Technical knowledge)**
 - To actively participate in the planning and delivery of a schedule of events for Fellowship to run throughout the year, including identifying topics, speakers and other participants, and giving consideration to suitable structures for the events
 - Identify and book suitable venues for events and liaise with the venue with regards to room set up and technical requirements
 - To work within a set timescale and budget for all event planning, keeping clear records throughout
 - To organise appropriate catering and liaise with the catering staff.
 - To organise invitations and registrations using our CRM system.
 - To organise accommodation and travel arrangements for speakers/Fellows/colleagues as necessary and liaise with them to ensure their requirements are met
 - To prepare all the support material needed on the day of an event such as delegate packs, signage, display material, name badges etc. and ensure that they are in place for each event
 - To coordinate the event set up and event delivery, providing excellent customer services to speakers, attendees, staff, and suppliers, and to be proactive in the delivery of the event.
 - To act as the main point of contact for, and respond to, any enquiries
 - To evaluate the effectiveness of events to inform future planning and development, including alternative modes of delivery and to suggest new initiatives/developments to improve the quality of the service provided
- **To create and coordinate event budgets for approval (Financial management)**
 - To process invoices and expenses claims and liaise with the Finance department
 - To raise purchase orders as required (training will be provided)
 - To update and monitor budgets and to highlight spending issues before they arise.
- **To produce targeted written materials and communications, ensuring consistency of RSE brand (Good communication skills and attention to detail)**
 - To produce adverts, invitations, letters etc. in line with the RSE brand and messages, and with real attention to detail
 - To send and respond to emails in a prompt and professional manner
- **To provide administrative support for the election of new RSE Fellows**

Accuracy and attention to detail are critical, and the post requires a high level of organisational skills

 - To act as the first point of contact, handle and resolve queries, update CRM database accordingly and pass more complex issues to team leader.
 - Creating and maintaining accurate records (electronic and paper) for Fellowship candidates
 - Processing nomination forms
 - Preparing the paperwork for selection committees, organising all logistics for meetings, and supporting their work
- **To maintain accurate records in the RSE's database in relation to the fellowship (Technical Skills, Reliability, Initiative)**
 - To enter all relevant information on the CRM with both accuracy and speed, taking the initiative for making these changes and keeping the records up to date
 - To record and monitor attendance at events on the CRM database
 - To provide regular reports, and statistics on activities
- **To represent the RSE at external events (Judgement, problem solving)**
 - There will be occasional events held outside of Edinburgh (around the UK) and some requirement to work outside of normal working hours to support the delivery of events. Adequate notice of these occasions will be given.
 - To act as a champion for the RSE and act professionally at all times
 - To be aware of RSE messages and priorities and share these externally
- **To undertake other administrative tasks and duties for the Fellowship, and support other areas where appropriate (Flexibility/Adaptability)**
 - To support the changing priorities/activities of the Fellowship Team
 - To support other members of the RSE team when required and when workload permits

- **Other reasonable tasks / behaviours as required by the RSE, this includes, but is not limited to the following:**
 - Apply RSE's key behaviours and skills (See "Our Expectations" enclosed).
 - Adhere to the RSE vision, mission and values
 - Ensure all processes comply with data protection legislation and are in accordance with RSE record management policy and processes
 - Observe all health and safety requirements
 - Work within and promote policies in relation to the RSE Diversity Policy
 - To undertake any training as required by the job description, in line with the business needs or required by your team leader.
 - To undertake other reasonable tasks as required by RSE

KEY BEHAVIOURS AND SKILLS OUR EXPECTATIONS

These are the key behaviours and skills we expect of our staff. They are not an exhaustive list of all that is needed to efficiently and effectively do your job, but they are the key ingredients that will enable you to do so and which will help us be a successful organisation.

