Role specification: Operations Coordinator

Role details

Job title	Operations Coordinator
Duration	Permanent (with a six month probationary period)
Salary details	£24,000 to £26,000
Hours of work	This is a full time position of 37 hours per week, with flexible working options after the probation period
Responsible to	AMOSSHE Executive Committee through the Executive Director
Location of work	Central London (Euston)
Application deadline	2 October 2017 at 1pm

This post is available immediately.

AMOSSHE has a legal responsibility to ensure that prospective employees have the right to work in the UK before they commence employment. More information can be found at: www.bia.homeoffice.gov.uk/visas-immigration/working.

For European Economic Area (EEA) and Swiss nationals who want to work in the UK, you can find further information here: www.ukba.homeoffice.gov.uk/eucitizens.

Duties

Main function of role

The key functions of the role include:

- providing excellent customer service both over the phone and face-to-face to our members
- providing a broad range of high quality administration for the National Office and Executive Committee
- full administrative and logistical support for AMOSSHE events
- day-to-day financial administration
- supporting new and existing members
- dealing with enquiries
- involvement in project work.
-

Key words

Customer service, office management, events administration / logistics, membership liaison, enquiries, membership administration, finance processes

Role description

Customer service and relationship building

- Provide excellent customer service over the phone dealing with member enquires, sponsorship enquires and suppliers.
- Face to face customer service liaison at AMOSSHE events.
- Building relationships with sponsors, members and suppliers to ensure a high quality of service.

Office administration:

- First point of contact for AMOSSHE members, the Executive Committee and external agencies. Responding to complex membership and event queries by email, telephone and in person, explaining structures and the best options for members.
- Record keeping and filing, including creating and maintaining office archives.
- Board secretariat duties, including draft papers and minutes as required for Executive and other AMOSSHE meetings.

Membership and website administration:

- In partnership with the Head of Engagement, updating the website content and CRM.
- Ensuring accuracy of information and writing some basic content.
- Managing subscription payments and renewals, including issuing invoices, monitoring and recovering payments.
- Anticipating and responding to membership queries.

- Word processing and database work.
- Maintaining membership packs and providing these to new members.
- Managing a calendar of national and regional events.

Events administration and logistics:

- Administration of training events and a three day annual conference, including researching venues, making venue bookings, contract management, sourcing and managing speakers, designing the delegate experience, analysing feedback and reporting back to the Executive Committee.
- Managing delegate bookings and issuing invoices.
- Preparing training materials and liaising with printers and other suppliers.
- Staffing the delegate registration and information desks at events and managing temporary support teams.

Finance administration:

- Daily monitoring of income and expenditure, active debt recovery and monitoring of organisational finance policies.
- Providing reports as required.
- Preparing and processing staff and Executive Committee expense claims, and making all outgoing payments up to nominal limit.
- Preparing and checking invoices.
- Routine liaison with an external bookkeeper to ensure delivery, collating information for the bookkeeper's and accountant's requirements.

Project administration:

- Preparing and sending letters to project participants.
- Management of project documentation, including circulating project documentation.
- Managing administrative processes for expressions of interest in projects.
- Participating in project work as requested.

General:

- Active contribution to a professional team.
- Maintaining motivation while working with minimal supervision, and demonstrating independence.
- Any other duties on behalf of AMOSSHE as may reasonably be required.

Person specification

Essential criteria
Expertise / competence / skills
1. Excellent customer service skills both face-to face, email and on the phone.
2. Excellent organisational and time management skills.
3. Ability to maintain excellent records, including using technology and databases.
4. Ability to work across a range of work tasks, managing multiple tasks to deadlines and prioritising own workload.
5. IT literate to a high standard, including MS Office packages and using bespoke systems (with training).
6. Excellent attention to detail and numeric skills.
7. Evidence of well developed written skills.
8. Ability to implement and follow administrative procedures in a thorough and rigorous manner.
9. Good interpersonal skills, including tact and diplomacy.
10. Enquiry handling and ability to explain basic structures.
11. Experience of running events and managing administrative processes.
Qualifications (IT / academic / vocational)
12. Educated to A level or equivalent.
Specific qualities (for example, attitudes)
13. Excellent interpersonal skills, with the ability to communicate effectively, both orally and in writing.
14. Commitment to team work and supporting others in order to action organisation objectives and continually develop skills in response to changing work demands.
15. Proactive and self-motivated individual with excellent organisational and administrative skills.
16. Able to work with minimal supervision and manage own time.
Desirable criteria
17. An understanding of the higher education sector in the UK, and an understanding or experience of working in a Student Services setting would be an advantage.
18. Active commitment to professional development.
19. Experience of working in higher education or a membership organisation.