

# JOB DESCRIPTION

## Job title: Membership & Events Officer

**Job Purpose:** To organise and promote Clinks’ events and training programme; develop and implement Clinks’ marketing strategy to promote key products and services and income generation activity. To maintain member records encouraging member engagement and also maintain and improve the database and website functionality.

**Reports to:** Membership Development Manager

**Duties and key responsibilities**

**Events and Training**

* Lead on the delivery of an annual programme of training and events
* Ensure that all events and training are delivered in the most cost effective way, to budget and following Clinks processes.
* Ensure that all training and events are effectively promoted
* Provide support and administration for all training and events
* Be the main point of contact for all events and training enquiries
* Monitor pricing for all training and events which allows fair access for smaller members while also generating income
* Ensure feedback on training and events is collected, collated and informs future planning

**Membership**

* Support the Membership Development Manager to ensure member applications, renewals and payments are processed promptly and smoothly
* Promote membership and member benefits internally and externally
* Provide support to members and the sector on relevant issues, and monitor unmet need
* Assist the Membership Development Manager to develop training and events benefits which may be offered to members
* Assist in developing Clinks’ marketing strategy and schedule for membership and events
* Assist in proof-reading and designing marketing materials

**Website and database**

* Maintain the directories on the Clinks website
* Oversee and promote the Clinks’ online booking system for all training and events
* Maintain and update relevant content on Clinks’ website

**General Responsibilities**

* Represent and be an ambassador for Clinks
* Work to support the mission, ethos and values of Clinks
* Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
* Support and promote diversity and equality of opportunity in the workplace
* Assist with the administration of the London office, such as answering the phone, dealing with general queries, post and coordinating mailings

This job description does not form part of your contract of employment and can be amended from time to time as the needs of the organisation require.

**Person Specification**

**Experience**

* Experience of running events and/or training
* Experience of carrying out a range of administrative tasks for a small, busy and creative organisation
* Dealing with the public both through email and on the phone
* Confident in managing databases, maintaining records, writing and producing reports
* Good level of general IT literacy and experience
* Liaising with other staff, and working as part of a small team

**Skills, Knowledge and Abilities**

* Confident telephone manner and customer service skills.
* Clear and concise written and online writing communication skills
* Good interpersonal skills
* Accurate database data inputting skills and good attention to detail.
* Well organised and systematic with an ability to maintain effective record keeping systems
* Ability to work both independently and as part of a team
* Ability to prioritise, multi-task and juggle a busy workload

**Personal Attributes**

* Able to travel nationally, work some evenings and stay overnight where necessary
* Works well in a team with a flexible approach to work
* Commitment to upholding the rights of people facing disadvantage and discrimination

**To apply:**

Please complete and return application form to : **victoria.sadler@clinks.org**

The closing date for applications is : **30th November 2018**

Interviews will be held on: **7th December 2018**

NB We will only be able to contact you if you are shortlisted.