

# Membership Officer

## Job Description

between 0.5 and full time

### We are...

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate “parent” to four Special Interest Organisations (SIOs); the Association of University Directors of Estates (AUDE), the British Universities Finance Directors Group (BUFDG), the Higher Education Strategic Planners Association (HESPA) and Universities Human Resources (UHR). Between them, these organisations support UK university staff who work in the areas of estates, facilities management, finance, procurement, strategic planning, and HR.

### We are looking for...

A **Membership Officer** to join our small team (approx. 18 staff) during this exciting period of expansion and perform a crucial business support role. We are looking for candidates who can work anywhere between half- and full-time.

The successful candidate will become an essential part of the PHES team, providing administrative support to other team members at the four SIOs. Working closely with colleagues, you’ll need to work efficiently and with attention to detail, display excellent customer service skills, and relate well to members. You will help organise and run events, manage the database and update the website, and undertake other support tasks as required. We encourage candidates who wish to grow in the role, and who will be willing to take on more responsibility as skills are demonstrated.

The post-holder reports to the PHES Operations Director and has no line management responsibilities. This role will be based in Loughborough and include some UK travel and occasional overnight stays.

### You need to be...

Someone with **first-class organisational skills**, who understands the important role **databases** play in modern organisations, and has a great knowledge of **office IT software**.

Because you will need to...

- Display excellent organisational skills in leading on projects or partnering in others, prioritising tasks, and meeting deadlines
- Help manage our member database, and keep it accurate
- Run reports on member data and be pro-active in using them to improve the service we provide
- Work independently, organising and planning your own workload, yet knowing when to seek advice
- Have a sound knowledge of, and be able to implement and maintain, efficient office systems and procedures

Able to support the Events Manager to **organise events and meetings** and update website content.

Because you will need to...

- Arrange meeting dates and venues and liaise with attendees and speakers
- Attend scheduled events and meetings and deal with enquiries, to ensure they run smoothly
- Prepare and co-ordinate meeting agendas and supporting documentation
- Support staff with presentations, minute-taking, and actions that arise from meetings or events
- Organise travel bookings and accommodation for staff and others
- Make sure the websites hold accurate event and meeting information

A friendly 'people person' who can use their **excellent communication and customer-service skills** to provide a great service to members.

Because you will need to...

- Use your first-class communication skills - both written and verbal – to assist members and to build effective relationships and networks
- write clear, concise, correct English requiring little editorial input.
- Provide information and guidance to members and enquirers by telephone and email
- Support the Operations Director with the annual subscription renewals

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Be able to work in a busy team environment, with different colleagues on different days
- Sometimes work outside normal office hours when organising or attending conferences/events
- Be positive, persuasive and diplomatic, with the assertiveness and tact to confront under-performance in project participants in a constructive manner.
- Undertake any other duties as directed by the Operations Director, and support colleagues across the PHES organisations as required
- Commit to observing the organisation's Equal Opportunities Policy at all times

## You might also have...

- Experience of working in a membership organisation
- Knowledge of the UK higher education sector
- Been educated to degree level or equivalent

## We will offer...

- A part- or full-time post based at our offices in Loughborough.
- A competitive annual salary at **Grade 4 £18,777 - £22,876 pro rata** dependent on qualifications and experience. We benchmark our salaries to the University of Sheffield grading structure.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday** pro rata, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.