

JOB DESCRIPTION

Membership Support Officer

Job Purpose	
<p>The Membership Support Officer will deliver outstanding professional secretarial support and to the Admin/Finance Manager, General Secretary & SLS Core Team. The post-holder is subject to the policies of SLS as determined by the Council of SLS.</p>	
<p>Department: SLS</p>	<p>Location: Home based with occasional travel and overnight stays.</p>
<p>Reports to: Admin/Finance Manager</p>	<p>Responsible for: Providing back up & support for the SLS Core Team</p>
<p>Length of contract: Permanent.</p>	<p>Salary range: £33,690 (£13,476 pro rata) to £37,375 (£14,950 pro rata) (14 hours per week 0.4 FTE)</p>

General duties

1. Provide a high level of secretarial, administration for the Admin/Finance Manager, General Secretary, the SLS Core Team & members.
2. Comply with Data Protection Principles in accordance with the Data Protection Act (1998)
3. Promote and present SLS in a positive image both within and outside the work environment.
4. Undertake professional development and training as required.
5. Participate in performance review.
6. Such other reasonable duties requested by the line manager commensurate with the post.

Specific duties

1. At all times provide a confidential, courteous, professional and knowledgeable point of contact for the General Secretary and the SLS Core Team, maintaining a professional demeanour at all times to promote a positive image of SLS.
2. Assist the SLS Admin/ Finance Manager in planning, organising and coordinating meetings and travel of the Core SLS Team.
3. Deliver excellent communications when dealing with incoming calls, email and post.

4. Build effective professional relationships with internal and external customers and stakeholders operating at a senior level.
5. Negotiate arrangements for General Secretary and SLS President attendance at third party events prioritising appointments according to the strategic aims of the association.
6. Secretarial & Administrative support for Admin/Finance Manager, SLS General Secretary and SLS Core Team, including drafting letters, agendas, minute taking and general administrative support as required.
7. Organisation and attendance at annual conference, meetings and events. Some overnight stays will be required. Assist with coordinating the press and high profile, VIP guest speakers.
8. Attend Executive meetings and other meetings as required.
9. Proactively draft letters, reports and other correspondence with a high standard of grammar and punctuation.
10. Assist the Admin/Finance Manager to manage the email inbox by filtering, prioritising and marking items for attention as required as well as responding to routine messages.
11. Maintain files, documents and correspondence ensuring that necessary materials are prepared and available in advance as and when needed.
12. To support the General Secretary and SLS Core Team manage workload and activities.

Special conditions

This job description sets out the main duties of the post on the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

This job description will be reviewed annually and may be amended, in consultation with the post-holder, to meet the changing needs of the association.

PERSON SPECIFICATION

Membership Support Officer

We are seeking candidates with a good fit to the person specification; not meeting all criteria is not a bar from applying.

Experience and qualifications

1. Substantial and demonstrable experience of working in a similar role successfully with senior management.
2. Demonstrable experience of analysing information and considering alternative solutions, adapting to new ways of working where necessary.
3. Educated to at least SCQF Level 6 (Highers) or demonstrably equivalent standard with relevant vocational / professional qualifications.

Skills

1. First-rate organisational skills with the ability to multitask and prioritise complex multiple duties in order to meet deadlines with minimal supervision.
2. Excellent verbal communication skills with the ability to communicate with a range of stakeholders including government ministerial teams, officials and other senior staff.
3. Excellent ICT skills including but not limited to, the use of Word, PowerPoint, Excel, Web updating and databases.
4. Ability to work independently and successfully in a highly pressured environment, managing time effectively to provide a high level of support.
5. Ability to understand quickly and adapt to the internal decision making structures that impact on the organisation.
6. Ability to take the initiative using personal judgement and experience.
7. Excellent attention to detail.
8. Ability to identify, anticipate and prepare information requirements for meetings, appointments, presentations etc.
9. Ability to prioritise in an environment with multiple and conflicting demands.

Personal qualities

1. A genuine concern for the support of all members of the association
2. Ability to subscribe to the culture and principles of the association, and support its purposes and aims.
3. Ability to work flexibly and with high levels of diplomacy, sensitivity and integrity.
4. Demonstrably high standards of confidentiality and discretion.
5. Self-motivated. Ability to work effectively and professionally without close direction.
6. Ability to work on your own initiative with a high degree of self-confidence.
7. Capacity to accept direction, and work as part of a team.
8. Excellent interpersonal skills. Ability to build rapport across a wide range of people.
9. Vigour, perseverance, and good humour.
10. Calm, professional disposition especially when under pressure.
11. Willingness to travel and stay away from home as needed.
12. Willingness to work beyond traditional office hours.