

Job Title: Membership & Events Coordinator (Full time although part time may be considered)

Salary: £21,000 per annum

Contract Type: 12 months fixed term

Hours: 37 hours per week (Monday to Friday, 9am-5pm)

Location: The post holder will be expected to work from their home or business premises

Reporting to: The Executive Officer or in her absence, a designated deputy

Closing date for applications: Applications will close once sufficient applications are received.

Interview (via Zoom) date: TBC

Summary:

An exciting opportunity to join our small but dedicated team working to provide membership services, training and events to licensing practitioners across the UK. The position will suit someone with excellent communication and organisation skills, who is accustomed to working from home within remote team.

We are a friendly and committed team, with a fabulous customer base derived from our membership and we take pleasure in working hard to bring the best service possible to our members and other customers.

We are looking for a dynamic and enthusiastic individual with a positive 'can-do attitude to bring to the team.

In return we offer a competitive salary, flexible working, and a generous annual leave allowance in addition to bank holidays.

The Role

You will work with the IoL team to assist in managing our membership renewals, alongside the coordination of IoL training and events, both online and face-to-face.

This will involve communicating with new and existing members, processing membership applications in accordance with our agreed procedures and ensuring that new members have access to all our member benefits.

For training and events, you will be involved in arranging dates, venues and trainers, hosting online training courses and invigilating online knowledge tests. The IoL training and events calendar is a busy one and you will assist our Training & Events Manager in managing the calendar and ensuring that events are advertised in good time, with all necessary arrangements in place, and proactively promoted using all media and other opportunities.

You will provide support for our 12 regional committees in the arrangements for regional meetings, avoiding date clashes where possible, and hosting, or arranging hosting of online meetings, ensuring that regional AGM procedures are followed and providing additional support for the regions if needed.

Objectives:

- To assist in the timely and accurate processing of our membership renewals, and to assist with and promote new memberships and potential memberships.
- To ensure accurate record keeping and compliance with IoL procedures on all membership applications.
- To assist our Training & Qualifications Manager in the organisation and delivery of the annual programme of training and events nationally and regionally across the UK.
- Ensure training delivery in accordance with syllabus and full achievement of learning outcomes where applicable.
- To ensure all courses are subject to appropriate quality control procedures, including assessment of trainers and training delivery.
- To assist with event promotion via all channels including social media.
- Occasional travel to attend training courses, conferences and/or meetings when required.
- Attend internal and external stakeholder meetings when required (online and face-to-face).
- Promotion and marketing of the IoL charity and events company.
- Work with the appropriate designated officer when needed on examination procedures and protocols, ensure that procedures and protocols are followed and examinations are appropriately assessed, providing results and appropriate certification to candidates accordingly.
- Work with the appropriate designated officer as required to develop course structures, content and procedures for appropriate courses.
- Any other reasonable duties as requested.

Skills and Attributes:

- Confidence and competence with online training platforms such as Zoom and Microsoft Teams as well as with standard Microsoft programmes including Word, Excel and PowerPoint.
- Strong attention to detail, accuracy and a proven track record of team working.
- Ability to work from home, with minimum supervision.
- Accountability and responsibility for work undertaken.
- Strong written and verbal communication skills.

Employee Benefits:

- The successful candidate will be made very welcome and will join a team of dedicated, hardworking, supportive colleagues.
- Provision of laptop and printer as required.
- A flexible working approach.
- Pension contributions.
- Generous leave entitlement of 24 days annual per year excluding bank holiday.
- Free eye tests and flu vaccinations.

How to Apply:

For more information or to discuss the opportunity, please contact Jenna Parker, Training & Qualifications Manager (Tel: 07883 105167) or Executive Officer Sue Nelson (Tel: 07738 353800).

To be considered for this position, please apply online via Indeed ([LINK](#)). Please include details of your knowledge and experience relevant to the role and person specification below, together with your CV, any other supporting information and at least 2 professional references.

Person Specification: Membership and Events Coordinator

	Criteria		Method of Assessment		
	Essential	Desirable	App	Int	Other
Skills and Abilities					
Proficient in Microsoft Office applications including Word, Excel and PowerPoint.	✓			✓	✓
Familiar and competent with online webinar/conference platforms including Zoom and MS Teams.	✓			✓	✓
Excellent verbal and written communication skills and the ability to communicate with a range of people at all levels	✓		✓	✓	✓
Accuracy and attention to detail.	✓		✓	✓	✓
Proven ability to prioritise workloads.	✓		✓	✓	✓
Excellent organisational skills and time management with ability to work under pressure within deadlines.	✓				✓
Ability to work individually or as part of a team	✓		✓	✓	✓
Knowledge and Experience					
A track record of working in and forging partnerships with a wide range of internal and external bodies.		✓	✓	✓	
Practical experience of event / training organisation		✓	✓	✓	
Education, Training and Qualifications					
Min 5 GCSE grade A-C including English	✓				
NVQ level 3 or qualifications commensurate with this level		✓	✓	✓	
Evidence of continuing personal development, for example, through training, qualification and/or experience.		✓	✓	✓	
Other Requirements					
Flexible to work beyond normal working hours and willingness to travel when occasionally required.	✓		✓	✓	
Ability to work with minimum supervision and on own initiative	✓		✓	✓	✓
Able to work from home and or work remotely from other colleagues	✓		✓	✓	