

Events and membership assistant

Reporting to:	Events manager
Contract:	Full-time, permanent
Hours per week:	35 hours. Usually between 9:30 – 5:30. One hour for lunch. Occasional evening and early morning work.
Annual leave:	25 days holiday pro-rata, plus statutory bank holidays
Salary:	£21,630 per annum
Location:	2-6 Tenter Ground, Spitalfields, London, E1 7NH. Unfortunately, our office building is not wheelchair accessible.
Closing date:	9am, Monday 22 April
Interview date:	Monday 29 April

About the role

We're looking to recruit a highly organised, proactive and enthusiastic events and membership assistant to join the busy CharityComms team. The assistant will support us with our packed events calendar of over 60 events per year and our growing network of 8,000 individuals from over 500 charities.

About CharityComms

CharityComms is a thriving membership network of communications professionals working in UK charities. Our vision is for effective and inspiring communications to be at the heart of every charity's work for a better world. Our varied and constantly-evolving programme of activities is aimed at raising the standards of communications across the sector and connecting communications professionals through sharing best practice.

How to apply

To apply please send:

- a covering letter (no longer than two sides) providing evidence of meeting the person specification criteria outlined in this info pack
- your **CV**

to harriet@charitycomms.org.uk before the deadline. Please include the job title in the subject of your email along with where you saw the job advertisement.

Closing date for applications for this role is 9am, Tuesday 23 April 2019

The interviews for this role will take place on Monday 29 April 2019

At CharityComms we value diversity and we're committed to creating an inclusive culture where everyone can be themselves and to reach their full potential. We actively encourage applications from people of all backgrounds and cultures and believe that a diverse workforce will ensure our network benefits from our varied skills and expertise.

Events and membership assistant job description

Main tasks and responsibilities

Events:

- Responsible for day-to-day events admin including troubleshooting event booking issues, responding to queries, making and amending bookings and invoices, keeping the booking system up-to-date, managing waiting lists and signing members up to mailing lists
- Test event pages and booking forms on our Salesforce CRM system and test event pages on the website and update the website when requested
- Prepare materials for each event including packing delegate bags, making name badges, creating delegate lists, proofing and printing agendas, putting together breakout session lists, creating signage etc
- Log event speakers and event feedback in our Salesforce CRM system
- Provide event logistic support for adhoc meetings and small events led by the wider CharityComms team
- Assist the events team with any additional event requirements such as sending invitations, proofing documents, competitor research, booking transport, buying snacks for events etc.
- Attend and assist with the events

Membership:

- Deal with day-to-day emails/phone queries regarding membership
- Review and assist with new membership sign-ups and renewals
- Produce weekly reports for the team about membership stats and new members
- Assist with membership marketing and communications
- Manage and update the jobs board
- Database admin including logging membership information and activity, entering new organisations and contacts, converting new leads and keeping our database as clean as possible
- Assist in the development of our Salesforce CRM system
- Assist the membership manager at external events

General:

- Log events and membership invoices for payment
- Create and maintain an effective and logical image library
- Provide admin support for best practice guides
- Provide website development support
- Provide general admin support to the CharityComms team including taking telephone calls, sorting the post and sending out post, booking meeting rooms and taxis, ordering stationary etc.

Person specification

Experience	Must-haves	Bonus points for
Experience in an administrative role	X	
Experience and sound knowledge of Microsoft Office programmes (Word, Excel, PowerPoint, Outlook)	X	
Experience of using a CRM database, preferably Salesforce		X
Experience of working in a professional membership organisation or charity/not-for-profit organisation		X
Personal attributes		
Excellent organisational and communication skills	X	
Great attention to detail	X	
Ability to prioritise a range of tasks, meet deadlines and work under pressure	X	
Positive attitude and 'can do' approach	X	
A team player	X	
Empathy with the goals and vision of CharityComms	X	
Support CharityComms' proactive, results orientated and collaborative culture	X	

About CharityComms

CharityComms is the membership network for communications professionals working in UK charities. We're here to help raise the standards of communications across the sector, to fly the flag for communications as a vital strategic function at the heart of charities, and to connect communications professionals through sharing best practice.

Our vision: Our vision is for effective and inspiring communications to be at the heart of every charity's work for a better world.

Our purpose: We improve the standard of communications and champion its role in the sector. We represent, support, inspire, connect and inform our members and the wider charity communications community.

Goals

By the end of 2023:

- Communications will be recognised across the sector as an integral part of the effectiveness of charities
- Charities will have SMT/senior board representation from communications (ie an equal voice at the top table)
- More and better resources will be available to help charity communicators improve their skills and the impact of their work
- The planning and delivery of charities' communications will take place in the context of an integrated brand and organisational framework

You can find out more about who we are and what we do on our website:

www.charitycomms.org.uk