PART 1: JOB PROFILE

JOB TITLE:	MEMBER SERVICES AND EVENTS COORDINATOR
JOB HOLDER:	
DATE UPDATED:	28 JULY 2022
REVISION (HR Office Use):	

1 MAIN PURPOSE OF THE JOB

To assist the Regional Manager with the implementation of the Oceania regional strategy, including execution of events to service existing members, and activating membership leads by coordinating meetings and presentations with employers, universities, professional bodies and other stakeholders.

2 POSITION IN ORGANISATION

The role reports to the Regional Manager for Oceania and can be situated in Sydney, Melbourne, Brisbane or Perth. The role works very closely with other MSECs across the International team and may also from time to time be called upon to support the Policy Manager for Oceania. Other close working relationships are with hub committees, International, Marketing t and Customer Services teams.

3 DIMENSION & LIMITS OF AUTHORITY

With authorisation from the Line Manager, contracts for services in connection with events and marketing campaigns may be entered and must be within approved budget.
Travel and expenses related to travel for business development purposes must be authorised by the line manager and be within approved budget.

4 SKILLS & EXPERIENCE

- Experience of organising and reviewing successful events within budget
- Excellent copy writing skills
- Excellent customer service, organisational, multitasking and administrative skills
- Ability to communicate effectively and confidently at different levels
- Basic budgetary skills
- Ability to work flexibly and with minimal supervision
- Team player
- Willingness to travel and work flexible hours to meet the organisation’s needs
- Strong IT skills including Microsoft Office software (Word, Excel, PowerPoint and Outlook), desktop publishing, experience in digital marketing (including social media), with the ability to learn new in-house systems quickly

5 DUTIES & KEY RESPONSIBILITIES

Business Development	10%
• Identify leads from event registrations, LinkedIn and other sources • Maintain the CIOB in Oceania LinkedIn page and increase group followers • Provide background desk research in advance of stakeholder meetings • Implementing marketing campaigns within the Oceania regions, sharing learnings and best practice with peers in other regions • Attending industry events • Liaise with universities and colleges to ensure they are promoting membership on site, and have all information related to student and academic membership • Maintaining relationships and periodically contacting partners to gain updates on their needs and progress on initiatives such as Training Partnerships and University accreditations	
Event Coordination, Delivery and Management	40%
• Publicise and promote events (either CIOB only or in coordination with partners) in order to achieve attendance targets. • Support the delivery of events, such as CPD, site visits, Introduction to CIOB seminars, Professional Review workshops, Tomorrow's Leader's events, and professional networking and profile-raising events (face to face, virtual or hybrid) . • Ensure CIOB's products and services are appropriately profiled at events • Ensure sponsorship is appropriately activated at events, i.e. profiling of sponsors and ensuring sponsor interaction with participants • Monitor event registration, and produce post event reports such as attendance data, post event surveys • Timely processing of finance related requirements associated with events and sponsorship income • Organise the recording of Oceania webinars and hybrid events and maintenance of these assets. Prepare submission of the recorded assets to the CIOB Academy	
Member Services	35%
• Advise potential members on routes to membership • Effectively respond to applicant and member enquiries within set standard operating procedures • Ensure the CRM is kept up to date with any contact made in compliance with UK and local Data Protection legislation • Contribute to membership campaigns such as annual renewals, upgrade campaigns, new member campaigns, retention campaigns • Maintain a potential lead database and member upgrade • Creation of bi monthly member newsletter (templates supplied),bi yearly member communication	
Support	10%
• Support local committees and Tomorrow's Leaders community, e.g. arranging meetings, taking minutes, following governance procedures as per hub regulations. • Act as a conduit of information within and between hubs	

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

PLEASE ELECTRONICALLY SIGN ON HR SYSTEM

JOB HOLDER:	
DATE SIGNED	
DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE	