

<b>JOB TITLE:</b>	MEMBER SERVICES AND EVENTS COORDINATOR
<b>JOB HOLDER:</b>	
<b>DATE UPDATED:</b>	24 AUGUST 2023
<b>REVISION (HR Office Use):</b>	

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## **1 MAIN PURPOSE OF THE JOB**

To assist the Development Manager with the implementation of the Hong Kong strategy from a membership point of view, including handling membership enquiries, organising membership workshops, providing administration for the Hong Kong hub committee and office.

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## **2 POSITION IN ORGANISATION**

The role reports to the Development Manager for Hong Kong. The role works very closely with one other MSEC in Hong Kong and other MSECs across the International team. Other close working relationships are with the hub committee, the Education team, and Customer Services team.

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## **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 local travel for business development purposes must be authorised by the line manager and be within approved budget.

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## **4 SKILLS & EXPERIENCE**

- Excellent customer service, organisational, prioritisation and administrative skills
- Ability to communicate effectively and confidently at different levels
- Be able to understand and articulate complex information such as membership pathways
- Basic budgetary skills
- Ability to work flexibly and with minimal supervision
- Team player
- Willingness to occasionally work flexible hours to meet the organisation's needs
- Strong IT skills including Microsoft Office software (Teams, Word, Excel, PowerPoint and Outlook), with the ability to learn new in-house systems quickly, such as CRM and Finance platforms.

## 5 DUTIES &amp; KEY RESPONSIBILITIES

<b>Business Development support</b>	20%
<ul style="list-style-type: none"> <li>Identify leads from event registrations, LinkedIn and other sources</li> <li>Contact potential partners to establish relationships and set up meetings</li> <li>Provide background desk research in advance of stakeholder meetings</li> <li>To provide customised presentation materials relevant to known stakeholders needs</li> <li>Implementing marketing campaigns within Hong Kong</li> <li>Liaise with universities and colleges to ensure they are promoting membership on site, and have all information related to student and academic membership</li> <li>Maintaining relationships and periodically contacting partners to gain updates on their needs and progress on initiatives such as Training Partnerships and University accreditations</li> </ul>	
<b>Membership Event Coordination</b>	15%
<ul style="list-style-type: none"> <li>Organise, publicise and promote membership events including Introduction to CIOB webinars, Getting the most of your membership webinars, and Professional Review workshops.</li> <li>Monitor event registration, and produce post event reports such as attendance data</li> </ul>	
<b>Membership Applications</b>	35%
<ul style="list-style-type: none"> <li>To be a first point of contact for membership enquiries, including new members and upgrades</li> <li>Advise potential members on pathways to membership</li> <li>Effectively respond to applicant and membership upgrade enquiries within set standard operating procedures</li> <li>Maintain records of membership and upgrade applications currently in process, and to follow up with applicants/members accordingly</li> <li>Ensure the CRM is kept up to date with any contact made in compliance with UK and local Data Protection legislation</li> <li>Contribute to membership campaigns such as annual renewals, including reconciling of local payments received and reporting to finance; calling unpaid members</li> </ul>	
<b>Member Committees</b>	20%
<ul style="list-style-type: none"> <li>Support local hub committee and Tomorrows Leaders groups, e.g. arranging meetings, working with chairs to set agenda, taking minutes, following governance procedures as per hub regulations.</li> <li>Assisting the Development Manager to prepare committee briefing papers</li> <li>Act as a conduit of information within and between hubs</li> </ul>	
<b>Office administration</b>	10%
<ul style="list-style-type: none"> <li>Act as the contact person for the office host/provider</li> <li>Woth with finance to ensure office related expenditure such as rent is processed</li> </ul>	

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

<b>JOB HOLDER:</b>	
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## PART 2 : DUTIES & KEY RESPONSIBILITIES

<b>DATE SIGNED</b>	
<b>DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE</b>	