

JOB TITLE:	MEMBER SERVICES AND EVENTS COORDINATOR
JOB HOLDER:	NEW ROLE
DATE UPDATED:	18 JULY 2024
REVISION (HR Office Use):	

1 MAIN PURPOSE OF THE JOB

To assist with the implementation of the Sub Saharan Africa strategy, including execution of events to service existing members, monitoring and following up on member acquisition and upgrade leads, and execution of local hub committee governance.

2 POSITION IN ORGANISATION

The role reports to the Associate Director International Market Development. The role works very closely with the Education Lead for Sub Saharan Africa and other MSECs across the International team. Other close working relationships are with other departments such as Member and Customer Service, Heads of EDI, Clients and Sustainability, Marketing, Finance and hub committee members.

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.

4 SKILLS & EXPERIENCE

- Experience of organising and reviewing successful events within budget
- Excellent customer service, organisational, and administrative skills
- Ability to communicate effectively and confidently at different levels, including remotely via online meetings
- Assertiveness and ability to manage expectations
- Ability to prioritise work tasks according to impact and ROI
- Basic budgetary skills
- Ability to work flexibly and with minimal supervision
- Team player
- Willingness to work flexible hours to meet the organisation's needs
- Strong IT skills including Microsoft Office software (Teams, Word, Excel, PowerPoint and Outlook), experience in digital marketing (including social media), with the ability to learn new in-house systems quickly, such as CRM and Finance platforms.

PART 2 : DUTIES & KEY RESPONSIBILITIES

5 DUTIES & KEY RESPONSIBILITIES

Business Development	15%
<ul style="list-style-type: none"> • Identify leads from event registrations, LinkedIn and other sources • Contact potential partners to establish relationships and set up meetings • Provide background desk research in advance of stakeholder meetings • To provide customised presentation materials relevant to known stakeholders needs • Implementing marketing campaigns within Sub Saharan Africa, 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	50%
<ul style="list-style-type: none"> • Publicise and promote events (either CIOB only or in coordination with partners) to achieve attendance targets. • Support the delivery of events, such as CPD, site visits, Introduction to CIOB seminars, Professional Review workshops, and professional networking and profile-raising events. • 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 	
Member Services	20%
<ul style="list-style-type: none"> • Advise potential members on pathways 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 	
Support	15%
<ul style="list-style-type: none"> • Support local committees and Tomorrows Leaders groups, 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	

PART 2 : DUTIES & KEY RESPONSIBILITIES

DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE