

JOB TITLE:	MEMBER SERVICES AND EVENTS COORDINATOR MIDLANDS AND EASTERN
JOB HOLDER:	VACANT
DATE UPDATED:	MAY 2025
REVISION (HR Office Use):	VERSION 2

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## 1 MAIN PURPOSE OF THE JOB

To be the main point of contact for members providing excellent service, support, and membership advice for the Midlands and Eastern region (Chelmsford, Ipswich and Norwich **CM, RM, SS, CO, IP, NR** postcodes). To be a conduit for corporate information to the Local Hub Committee(s) ensuring the goals and objectives of the Institute are delivered. To organise and deliver a programme of events locally including: networking, CPD, new member and upgrade workshops.

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## 2 POSITION IN ORGANISATION

- Reports to the Regional Manager
- Member of the Global Operations team, within the Membership Directorate
- Collaborates with colleagues within the team and across all Bracknell office departments

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## 3 DIMENSION & LIMITS OF AUTHORITY

With authorisation from the Line Manager, contracts for services in connection with events may be entered and must be within approved budget.

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## 4 SKILLS & EXPERIENCE

- Demonstrable administrative experience
  - Experience of organising and reviewing successful events within budget
  - Excellent copy writing skills
  - Excellent customer service, organisational, multi-tasking and administrative skills
  - A passion for networking and building relationships
  - Ability to communicate effectively and confidently at different levels
  - Basic budgetary skills and accurate minute taking experience
  - Ability to work from home with minimal supervision
  - Team player
  - Willingness to travel and work flexible hours to meet the organisation's needs – driving licence is highly desirable
  - Strong IT skills including Microsoft Office software (Word, Excel, PowerPoint and Outlook) experience of working with social media, with the ability to learn new in-house systems quickly. Experience of customer databases and digital communications software highly advantageous as is experience of webinar software.
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## 5 DUTIES &amp; KEY RESPONSIBILITIES

Event coordination, delivery and measurement:	30%
<ul style="list-style-type: none"> <li>Deliver a range of local events, including CPD events (localised topics and Bracknell Office core topics); site visits, annual student challenge, 1 core webinar, Chartered Application Webinars to recruit and upgrade members meeting targets (content provided by Bracknell Office); Tomorrow's leaders events; professional networking/profile raising events - for larger events e.g. Annual Dinners a supporting role is required</li> <li>Ensure all CIOB's products/services are promoted at events e.g. CIOB Training, CIOB Academy, membership, structured programmes, CPD portal, magazines etc.</li> <li>Coordinate sponsorship activities and requirements, ensuring these are delivered where appropriate</li> <li>Follow Hub Regulations and policy</li> <li>Collate delegate evaluation responses, analyse, and report on the event to the Regional Manager and Local Hub</li> </ul>	
Member Services	40%
<ul style="list-style-type: none"> <li>Advise potential members on basic routes to membership (directed to Bracknell Office departments for more complex enquiries). Attendance at the Annual Global Operations Conference (London or Bracknell) if required for training</li> <li>Advise members and potential members on local activities and products available to them.</li> <li>Effectively respond to enquiries</li> <li>Ensure the CRM is kept up to date with any contact made in compliance with the Data Protection Act</li> <li>Contribute to the annual renewals campaign locally to achieve targets set along with weekly upgrade campaigns.</li> </ul>	
Communication and Promotion	20%
<ul style="list-style-type: none"> <li>Publicise and promote the local annual events programme (may include joint events with other professional bodies or local associations) to achieve targets</li> <li>Liaise with local universities/colleges/schools to ensure they are promoting membership on site, have all the information relating to students that is appropriate e.g. scholarships, awards, post graduate programmes and assist with accreditation visits where necessary – links to Tomorrow's leaders groups essential to assist with visits (annual at least)</li> <li>Deliver student presentations to colleges and Universities as and when required</li> <li>Deliver local member/non-member communication using all channels e.g. scheduled event only monthly dotmailer newsletters, Contact (CM magazine) social media, email, website, phone</li> </ul>	
Support	10%
<ul style="list-style-type: none"> <li>Support Local Hub committee(s) and local Tomorrow's Leaders, take accurate (non-verbatim) minutes, follow governance procedures within the Hub Regulations document, act as a conduit of information between the Local Hub(s) and Bracknell Office</li> <li>Responsibility for raising purchase orders and invoices for local events and associated income and expenditure.</li> <li>Arrange travel and accommodation for members and staff as appropriate.</li> <li>Support the Regional Manager where necessary, in particular, to deliver local annual business plan and budget and membership workshops.</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.

**BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.**