

<b>JOB TITLE:</b>	MEMBER SERVICES AND EVENTS COORDINATOR
<b>JOB HOLDER:</b>	
<b>DATE UPDATED:</b>	12 <sup>th</sup> of September 2025
<b>REVISION (HR Office Use):</b>	

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

To assist Regional Managers with the implementation of regional strategies, including perform desk research to identify relevant event partners and stakeholders, supporting events logistics, and activating membership leads by coordinating meetings with employers, universities, professional bodies and other stakeholders.

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## **2 POSITION IN ORGANISATION**

The role reports to the Regional Manager for Hong Kong and is situated in Hong Kong, with option to work from home. The role works very closely with another MSEC for Hong Kong and with other MSECs across the International team. Other close working relationships are with hub committees, Tomorrow's leaders and customer service 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 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 event planning skills, strong ability to support event logistics
- Excellent time management, research skills, and customer service orientated
- Good organisational, multitasking and administrative skills, provide administrative support to members and Hong Kong team
- Effective decision-making and assertiveness skills, and demonstrates personal accountability for decisions
- Basic budgetary skills
- Ability to communicate effectively and confidently at different levels
- Ability to work flexibly and with minimal supervision
- Willingness to travel and work flexible hours to meet the organisation's needs
- Strong IT skills: proficient user of Microsoft Office software, social media, appropriate use of AI; with the ability to learn new in-house systems quickly

## 5 DUTIES &amp; KEY RESPONSIBILITIES

<b>Event Coordination, Delivery and Management</b>	35%
<ul style="list-style-type: none"> <li>Support the delivery of events, such as CPD, site visits, Introduction to CIOB seminars, Professional Review workshops, Tomorrow's Leaders events, professional networking and brand awareness events.</li> <li>Set up event links, monitor event registration, and produce event reports such as attendance data, event score rating</li> <li>Maintaining relationships and periodically contacting partners to gain updates on their needs and progress on CIOB initiatives and University accreditations</li> <li>Ensure CIOB's products and services are appropriately profiled at events</li> </ul>	
<b>Administration</b>	35%
<ul style="list-style-type: none"> <li>Perform desk research for potential event partners and government funds</li> <li>Perform desk research in advance of stakeholder meetings, arrange meeting logistics</li> <li>Provide administrative support to supporting organisations</li> <li>Use CRM and excel reports to provide member data insights (Identify leads to follow up from event survey, LinkedIn, event partners)</li> <li>Manage Hong Kong team calendar, provide administrative support to regional team</li> </ul>	
<b>Member Services</b>	20%
<ul style="list-style-type: none"> <li>Manage enquiry mailbox and office hotline, answer member queries and provide administrative support to members, effectively respond to applicant and member enquiries within set standard operating procedures</li> <li>Advise potential members on routes to membership</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</li> <li>Manage social media channels with regular posting to keep members updated and promote relevant events and CIOB offerings</li> </ul>	
<b>Support</b>	10%
<ul style="list-style-type: none"> <li>Support local hub committee and Tomorrow's Leaders groups, e.g. arranging meetings, taking minutes, following governance procedures as per hub regulations.</li> <li>Act as a conduit of information within and between committee and HK regional team</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.

## Benefits:

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- 16 Days of annual leave
  - Birthday leave, office closed during Christmas period
  - 5 days work, flexible working style (WFH or Work in office options available)
  - Private Medical insurance allowance
  - Travel and meal allowance
  - Mentoring, learning and development opportunities
  - Professional body chartership allowance
  - CIOB Assist (Mental health support and counselling services)