

## Events, Membership and Communications Coordinator

**Location:** London

### Job Purpose

To support the planning and delivery of the HIS events and training programme, manage the membership database and member communications, and take overall responsibility for maintaining content of the HIS website and social media channels.

### Deliverables

### Activity to include:

<p><b>Event management</b> Support the Membership, Education and Events Manager in the planning and delivery of an agreed programme of events and training courses for HIS by establishing and maintaining effective SOPs and coordinating and delivering events.</p>	<ul style="list-style-type: none"> <li>○ Delegate liaison, speaker liaison, venue logistics, updating budgets, event marketing and communications and post event follow ups</li> <li>○ Creation and maintenance of HIS website content in relation to events promotion and booking</li> <li>○ Creating templates and marketing material to aid the delivery and promotion of events and courses</li> <li>○ Attending and ensuring the smooth running events on the day and staffing the registration desk</li> <li>○ Organising internal HIS events and meetings including venue booking (if required), ordering catering and monitoring attendance</li> <li>○ Full organisation and minuting of the quarterly HIS Council meetings</li> <li>○ Organising, participating in and taking notes for the monthly team meetings</li> </ul>
<p><b>Membership administration</b> Oversee the day to day management of the membership database oomi (training will be provided) and member communications.</p>	<ul style="list-style-type: none"> <li>○ Daily approval of new and renewing members and ensuring eligibility</li> <li>○ Management of lapsed members, including postal communications</li> <li>○ Dealing with telephone and email enquiries regarding membership eligibility, member benefits and payment</li> <li>○ Coordinating a schedule of monthly membership renewal communications via letter and email</li> <li>○ Collating content, designing and sending out members' news emails</li> </ul>
<p><b>Communications</b> Assume overall responsibility for the his.org.uk website content and social media channels.</p>	<ul style="list-style-type: none"> <li>○ Using the Umbraco content management system (training will be provided) to make changes to the content and imagery of the website</li> <li>○ Carrying out regular audits to ensure content is up to date and accurate</li> <li>○ Producing monthly statistical reports to the internal team meetings</li> <li>○ Developing and executing a social media strategy for the society, particularly the organisational Twitter and LinkedIn accounts</li> <li>○ Monitoring Twitter accounts of relevant external organisations to keep abreast of activities within the sector</li> </ul>
<p><b>Manage article submissions to the society journals</b></p>	<ul style="list-style-type: none"> <li>○ Providing cover for the Editorial and Production Manager managing journal article submissions, peer review, corrections and acceptance/rejection</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>○ Carrying out from time to time and, as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.</li> <li>○ Ensuring that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards</li> </ul>
<p><b>Reporting to</b></p>	<p>Membership, education and events manager</p>
<p><b>Person Specification</b></p>	<p>Essential, unless otherwise stated</p>
	<p><b>Education and experience</b></p> <ul style="list-style-type: none"> <li>○ Educated to A' level standard or equivalent</li> <li>○ Demonstrated experience of working in a similar role or a learned society</li> <li>○ Demonstrated experience of event management</li> <li>○ Knowledge of compliance, specifically as it relates to data protection</li> </ul>

	<ul style="list-style-type: none"> <li>○ Experience of committee work including taking detailed minutes and follow up actions (desirable)</li> </ul> <p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>○ Excellent interpersonal and communication skills - written and verbal</li> <li>○ Task-driven self-starter, with good time management, attention to detail and the ability to manage own workload</li> <li>○ Excellent administrative and organisational skills</li> <li>○ A proven track record of delivering a high standard of customer service</li> <li>○ Excellent telephone manner</li> <li>○ Proven track record of producing work accurately and to a high standard whilst under pressure, with emphasis on attention to detail whilst working to deadlines</li> </ul>
<b>Any other requirements</b>	<ul style="list-style-type: none"> <li>○ Ability to work as a key and supportive member of a flexible team</li> <li>○ Willingness to travel and stay away from home on occasion and overnight</li> <li>○ Willingness to work outside of office hours when event management duties dictate</li> </ul>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>○ Knowledge of working with CRM/customer database systems and CMS systems for membership, event and website management (desirable)</li> <li>○ Technical IT skills: competent in the use of Microsoft Office suite, ability to understand logical processes</li> <li>○ Knowledge of social media platforms, including Twitter and LinkedIn</li> </ul>

**HISEMC2019**