

CHEIA Membership Officer

Job Description

0.4 fte

We are...

CHEIA, the Council for Higher Education Internal Audit, was formed in September 1992 and has become the voice of internal audit in the Higher Education sector. We provide a network for our members – the individuals who deliver internal audit services to universities, whether they are staff within in-house teams, consortia or external firms, as well as institutional staff who liaise with internal auditors - for the promulgation of best practice and for professional development.

Internal Audit is an important part of a university's governance arrangements. It provides assurance to senior management, governing bodies, audit committees and external stakeholders (such as funding bodies) that key risks are being managed effectively. CHEIA is one of seven HE sector organisations sitting under the umbrella company, Professional HE Services (PHES). PHES have 40 employees working across the seven membership organisations.

We are looking for...

A **Membership Officer** to join our team and perform a crucial membership support role for our association. We are looking for someone who can work 0.4 fte, but there will be 2 weeks a year where we need the candidate to work full time, to support our main conference. Time off in lieu will be given.

The successful candidate will become an essential part of the team, providing administrative support to the CHEIA executive committee. Working closely with colleagues, you'll need to work efficiently and with attention to detail, display excellent customer service skills, and relate well to members. You will help organise and run events, manage the database and update the website, and undertake other support tasks as required. We encourage candidates who wish to grow in the role, and who will be willing to take on more responsibility as skills are demonstrated.

The post-holder reports to the PHES Managing Director and has no line management responsibilities. This role will be home-based and include some UK travel and occasional overnight stays around key meetings and conferences.

You need to be...

Someone with **first-class organisational skills**, who understands the important role **databases** play in modern organisations and has a great knowledge of **office IT software**.

Because you will need to...

- Display excellent organisational skills in leading on projects or partnering in others, prioritising tasks, and meeting deadlines.
- Help manage our member database and keep it accurate.
- Run reports on member data and be pro-active in using them to improve the service we provide.
- Work independently, organising and planning your own workload, yet knowing when to seek advice.
- Have a sound knowledge of, and be able to implement and maintain, efficient office systems and procedures.

Able to **organise events and meetings** and update website content.

Because you will need to...

- Play a key role in supporting the Chair with the organisation of the Annual Conference.
- Arrange meeting dates and venues and liaise with attendees and speakers.
- Attend scheduled events and meetings and deal with enquiries, to ensure they run smoothly.
- Prepare and co-ordinate meeting agendas and supporting documentation.
- Organise travel bookings and accommodation.
- Make sure the websites hold accurate event and meeting information.

A pro-active 'people person' who can use their **excellent communication and customer-service skills** to provide a great service to members.

Because you will need to...

- Identify areas of potential activity for CHEIA to improve the service to members and encourage the growth of the organisation.
- Be proactive in seeking new ways to engage with members.
- Support the development/creation of CHEIA resources
- Manage the social media (LinkedIn) account to promote CHEIA to the wider professional community.
- Use your first-class communication skills - both written and verbal – to assist members and to build effective relationships and networks.
- Write clear, concise, correct English requiring little editorial input.
- Provide information and guidance to members and enquirers by telephone and email.
- Support the Managing Director with the annual subscription renewals.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Be able to work in a busy team environment, with different colleagues on different days.
- Sometimes work outside normal office hours when organising or attending conferences/events.
- Be positive, persuasive and diplomatic, with the assertiveness and tact to confront under-performance in project participants in a constructive manner.
- Undertake any other duties as directed by the Managing Director, and support colleagues across the PHES organisations as required.
- Commit to always observing the organisation's Equity Diversity and Inclusion Policy.

You might also have...

- Experience of working in a membership organisation.
- Knowledge of the UK higher education sector.
- Been educated to degree level or equivalent.

We will offer...

- A 0.4fte home-based post.
- A competitive annual salary at **Grade 4 £23,581 – 27,344 pro rata** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday pro rata**, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.