

Job Title	MEMBERSHIP ASSISTANT	
Grade Salary Hours	Grade: 1B Salary: £17,947 Hours: Monday to Friday, 9.00 to 5.00 pm (35 hours per week) (occasional work out-with these core hours at evenings and weekends) Full Time, Fixed term to 22/12/17 (with potential to become permanent)	
Starting Date	ASAP	
Role	To support the Fellowship and Young Academy Manager, Legacies and Individual Gifts Manager, and Development Manager in the delivery of a programme of activities to engage and build relations with the RSE Fellowship and key donors.	
Key Tasks	<ul style="list-style-type: none"> To coordinate and deliver a programme of engagement activities for the RSE Fellowship and key donors To produce written materials and communications as appropriate ensuring consistency of RSE brand To create and coordinate event budgets for approval To undertake other administrative tasks and duties in the activity areas of Fellowship and Development, and support other areas where appropriate To amend and maintain the RSE's database with information relevant to the activity, ensuring integrity of the data To represent the RSE in an appropriate way at external events 	
General Competencies /Skills	ESSENTIAL <ul style="list-style-type: none"> Experience of planning and delivering events Good communication skills, both oral and written Good interpersonal skills Comfortable working and communicating with individuals at all levels Ability to prioritise and manage time well, and achieve deadlines Able to work effectively and confidently within a team environment The ability to act with tact and discretion in dealing with confidential information and maintain confidentiality as required 	DESIRABLE <ul style="list-style-type: none"> Previous experience of delivering a supporter engagement programme Experience of using a CRM Database Experience of working within a membership organisation and/or experience of a fundraising environment Understanding of the principles of supporter relations and fundraising
IT Skills	Word	Excel
	Intermediate level	Advanced level
	Outlook	Others
	All skills	CRM Database (Integra) RSE Web site content management system (WordPress) Venue Booking system (Rendezvous)
Staff Management Responsibilities	The post has no staff management responsibilities	
Responsible to	Fellowship and Young Academy Manager	
Customer Groups	External: RSE Fellows, Friends of the Society, key donors, other partner organisations, service providers, funders and the wider community Internal: All RSE staff, Fellows and Senior officers, Committee Members & Conveners	

JOB SPECIFICATION

- **To coordinate and deliver a programme of engagement for the RSE Fellowship & key donors (Technical Skills and knowledge).**
 - Planning and organisation are key skills in this post
 - To actively participate in the planning and delivery of a schedule of events for Fellowship and key donors to run throughout the year
 - To organise invitations and registrations using our CRM system. To act as the main point of contact for, and respond to, any enquiries
 - To work within a set timescale and budget for all event planning, keeping clear records throughout
 - To book suitable venues for events (bearing in mind access requirements) and liaise with the venue with regards to room set up and technical requirements
 - To organise appropriate catering and liaise with the catering staff.
 - To organise accommodation and travel arrangements for speakers/Fellows/colleagues as necessary and liaise with them to ensure their requirements are met
 - To prepare all the support material needed on the day of an event such as delegate packs, signage, display material, name badges etc. and ensure that they are in place for each event, and are returned and stored appropriately after the events for future use
 - To assist with the event set up and event delivery, providing excellent customer services to speakers, attendees, staff, and suppliers, and to be proactive and help out as and when required.
 - To evaluate the effectiveness of events to inform future planning and development, including alternative modes of delivery and to suggest new initiatives/developments to improve the quality of the service provided
- **To produce written materials and communications as appropriate, ensuring consistency of RSE brand (Good communication skills and attention to detail)**
 - To produce adverts, invitations, letters etc. in line with the RSE brand and messages, and with real attention to detail
 - To send and respond to emails in a prompt and professional manner
- **To create and coordinate event budgets for approval (Financial management)**
 - To process invoices and expenses claims and liaise with the Finance department
 - To raise purchase orders as required (training will be provided)
 - To update and monitor budgets and to highlight spending issues before they arise.
- **To amend and maintain the RSE's database with information relevant to the activity, ensuring the integrity of the data (Technical Skills, Reliability, Initiative)**
 - To enter all relevant information on the CRM with both accuracy and speed, taking the initiative for making these changes and keeping the records up to date
 - To record and monitor attendance at events on the CRM database
- **To undertake other administrative tasks and duties in the activity areas of Fellowship and Development, and support other areas where appropriate (Flexibility/Adaptability)**
 - To support the changing priorities/activities of the Fellowship & Business Development Teams
 - To support other members of the RSE team when required and when workload permits
- **To represent the RSE in an appropriate way at external events (Judgement, problem solving)**
 - There will be occasional events held outside of Edinburgh (around the UK) and some requirement to work outside of normal working hours to support the delivery of these events. Adequate notice of these occasions will be given.
 - To act as a champion for the RSE and act professionally at all times
 - To be aware of RSE messages and priorities and share these externally
- **General Competencies /Skills**
 - To prioritise workload and share information with team members to maintain an effective administrative support for the Fellowship and Development Teams
 - To participate in team meetings and staff meetings when required
 - You will demonstrate excellent IT skills including standard office applications, with experience of database and website content management systems (specific training will be provided), as well as an awareness of the opportunities provided by e-communications and the web.