

Events and Membership Coordinator

Reports to:	Interim CEO
Salary:	£26-£35,000 pa pro rata depending on experience
Hours:	3-5 days per week (22.5 to 37.5 hours per week) with flexibility on when those days are worked
Holidays:	Full-time staff are entitled to 25 days' paid leave, plus public holidays during each completed leave year (pro rata for part-time staff)
Location:	Hybrid working i.e. a mix of central London office (ideally at least one day per week) and home working. We currently work from a friendly co-working office space with lots of other charities near London Bridge.
Duration:	12 months fixed term with potential to extend for the right candidate

Dear Candidate

The Association of Chairs (AoC) is in an exciting period of growth and change. The team and Board, led by our Chair, Joe Saxton, are currently finalising our next 3-year strategy which will see us expand our membership community and offer a wider range of products, services and member benefits. The post-holder will play a key role in coordinating our delivery of events, training and resources for our members, administering membership bookings and renewals and supporting the development of our processes to ensure a high-quality member experience. They will be supported in this by the Interim CEO and a small team plus external suppliers.

If you'd like to talk about this role before you apply let me know and we can arrange to have a chat. You can email me on liz.lowther@associationofchairs.org.uk.

You can find out more about me on [LinkedIn](#).

Best wishes

Liz Lowther
Interim CEO

About the Association of Chairs

AoC champions Chairs of charities and social enterprises across the UK and supports them to manage their boards and lead and govern their organisations effectively. We offer a unique peer network, a lively programme of specialist events, an e-newsletter and a variety of digital resources. We have an established base of around 1000 members and run approximately 50 open events per year, providing training, expert insights and peer support for Chairs. In addition, we run a range of bespoke events for particular groups of charity Chairs, in partnership with our mass membership partners. The events range from one-hour briefings, often delivered at lunchtimes or early

evenings, to one-day workshops. Most are delivered online via Zoom, with around one in-person event per month.

About the role

To coordinate and support the planning and delivery of training, events, resources and member engagement and to ensure the smooth running of administrative processes in order to provide a high-quality membership experience for Chairs of charities across the UK, helping them with their effective leadership of trustee boards.

Responsibilities

This job description outlines the key responsibilities. It is not a definitive list. The role may change and evolve over time as needs emerge.

Events coordination

You will play a pivotal role in making sure our events are well-managed and run smoothly.

- Coordinate the scheduling of all our events, liaising with speakers and mass membership partners and keeping event listings up to date on the AoC website
- Brief and liaise with the speakers/trainers ensuring they have all the information and resources they need to run the event. Support with arrangements as required
- Process event bookings, and handle attendee communications and enquiries, both before and after each event
- Set up evaluation forms/surveys for event feedback, collate responses and analyse trends to suggest improvements in our events programme
- Support the marketing of events by drafting events information and promotional materials
- Attend events (either in full or part) as needed to support with managing participants, room set-up and materials/resources. This includes managing online functions such as slides, breakouts and polls for Zoom events and managing catering, logistics and AV support for in-person events

Membership support

You will coordinate all aspects of our membership process and ensure a great customer experience for our members, prospective members and partners.

- Coordinate processes for new memberships and renewals, ensuring relevant and timely information is sent
- Maintain membership records and produce regular reports
- Contribute to the development and use of our membership data to gain insights, drive improvements and expand our offer to new and/or existing members
- Be the first point of contact for enquiries from members and others via our website and email, developing our FAQs and signposting to other sources of information as appropriate
- Support with updating website information and resources for members
- Support our mass membership partnerships including registering members, maintaining records and producing tailored reports

Administration and governance

You will coordinate our internal administrative and reporting processes and provide high-quality support for our trustee board.

- Coordinate AoC's key administrative and planning processes, maintaining them and suggesting improvements to ensure we are operating efficiently and effectively
- Assist in organisational planning and reporting, including funder reports
- Act as secretary to the AoC board, arranging meetings and logistics (e.g. catering, room bookings when in person), taking minutes at meetings, and distributing papers
- Assist with the process of trustee recruitment, induction and development, and other trustee training, updating the Trustee Handbook and other materials as needed

Additional responsibilities

- Maintain knowledge of external factors that will influence the role
- Work proactively to promote Association of Chairs' policies on diversity, equity and inclusion, in respect of both service delivery and employment issues; and to ensure the health, safety and welfare of the post-holder, colleagues, members and visitors
- Other such duties as shall reasonably be required as part of a small, collaborative staff team

Person Specification

	Essential	Desirable
Knowledge and experience	Experience of planning and coordinating the delivery of events and training, both online and in person Experience of using Zoom for the delivery of training or webinars	Experience of working with databases and producing reports Experience of working within a membership organisation Experience of working with volunteers Experience of working with a Board of Trustees Familiarity with the principles and practice of good customer service
Skills and abilities	Experienced communicator, comfortable with preparing copy and selecting visuals	Experienced user of social media, professionally

	<p>Comfortable with people, whether on the phone or meeting and greeting</p> <p>Able to work flexibly, juggling multiple priorities for different stakeholders</p> <p>Well-developed digital skills to use Microsoft 365 (including PowerPoint), our WordPress website (further training can be available if needed)</p> <p>Excellent attention to detail</p>	
Personal attributes and interests	<p>A self-starter with a 'can do' attitude</p> <p>A keen problem solver</p> <p>Willing to innovate, sometimes fail, always learn, and always aim to do better</p> <p>Curious and open to learn new tasks/ systems</p> <p>Enjoys working in a small team</p> <p>Committed to equity, diversity and inclusion</p> <p>Genuine open, collaborative style, built on trust-based relationships</p> <p>Willing to work outside of normal working hours on occasional basis for events (generally early evenings)</p> <p>An interest in charity leadership, ethos and governance and supporting the sector to be more effective</p>	