

## The Biochemical Society - Job Description for:

Job Title	<b>Membership and Communities Assistant</b>
Reports to	Content and Communities Manager
Department	Content and Engagement
Location	Remote working

### Overview

We are seeking a proactive Membership and Communities Assistant to support the Biochemical Society. In this role, you will support activities across the Biochemical Society, including, but not limited to, membership, early career researchers, local ambassadors, and collaboration with other societies/organisations.

The role would work closely with other areas of the Society, including marketing and communications, to support member and community engagement.

### Key accountabilities

- Support for membership activities, including user journey, recruitment and retention campaigns, ongoing communications, and operational support when needed. Overall responsibility for communication to, and processing of, lapsed members.
- Support on ongoing communication to and for the Society's communities including, but not limited to, the Early Career Advisory Panel and Network, the Policy Advisory Panel and Network, the Local Ambassadors, and other Committees and Panels as needed.
- Have oversight of articles for The Biochemist magazine, including commissioning of appropriate content (e.g. Beginner's Guide articles, feature articles), Editorial Board liaison, and ensuring that articles are processed through the Kriya submission system.
- Support on marketing activities across the membership and community remit, including regular mailing campaigns and social media activity.
- Support on collaborations with other societies and organisations, including, but not limited to, FEBS, IUBMB and the Royal Society of Biology.
- Support on website updates across the membership and community remit.

### Key knowledge and skills

- A bioscience background would be an advantage, but not a requirement.
- Must be efficient and highly competent in the use of common software packages, including CRM (customer relationship management) systems, Cloud-based processing or tracking systems, and Microsoft applications (Excel, PowerPoint, Word, Outlook).
- Good organisational and time-management skills are required, together with the ability to work under pressure and to meet deadlines.
- Track record of following processes meticulously, identifying issues and using own initiative to suggest solutions.
- Track record of balancing multiple and potentially conflicting priorities.
- Experience of providing high-quality customer service ideally delivered via an online setting with communication through the use of email/telephone.
- Detail oriented; ensures accuracy in documentation and data.
- Excellent communication skills (both verbal and written).

## **Competencies to be evidenced in this role are:**

### **Initiative and Focus**

Plans work and carries out tasks without detailed instructions; is goal oriented and focused on delivering to copy-based and time-based target(s); makes constructive suggestions; prepares for problems or opportunities in advance; responds to situations as they arise with minimal supervision.

### **Cooperation/Teamwork**

Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.

### **Attention to Detail**

Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors processes; concentrates on routine work details; organizes and maintains a system of records.

### **Reliability**

Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.

### **Quantity & Quality of Work**

Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.

Produces an appropriate quantity of work; does not get bogged down in unnecessary detail; able to manage multiple projects; able to determine project urgency in a meaningful and practical way; organises and schedules people and tasks.

### **Customer (Author, Editor, Reviewer) Service**

Listens and responds effectively to customer questions; resolves customer problems to the customer's satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations.

### **Problem Solving**

Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyses current procedures for possible improvements; notifies supervisor of problems in a timely manner.

### **Job Knowledge/Technical Knowledge**

Demonstrates some knowledge of scientific and/or publishing procedures. Confident IT user who is keen to apply themselves to the smooth running of the online editorial system and editorial processes. Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills.

### **Communication**

Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure

understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.