

MEMBER NETWORKS EXECUTIVE

Job title	Member Networks Executive
Hours	Flexible 0.8FTE (30 hours per week) or full time (37.5 hours per week)
Grade	5 (£26,540 - £31,332) ¹
Type of employment	Open-ended subject to funding
Location of employment	Leicester office (hybrid with home working) Currently office-based staff work around 40% of their time in the office and the remainder at home, however there is flexibility in this.
Department	Engagement
Line manager	Head of Engagement
Direct reports	None

¹ Appointments are generally made at the bottom of the stated pay bracket, rising incrementally annually until the top of the scale is reached.

We are the UK and Ireland's professional membership association for all health professionals working in paediatric oncology (CCLG), as well as those working with teenagers and young adults with cancer (TYAC). We are a leading charity and expert voice for children and young people with cancer.

As the Member Groups Executive, you will play a pivotal role in fostering collaboration, knowledge exchange, and professional development within the professional community. You will be responsible for coordinating and overseeing various specialist interest groups and meetings, ensuring that they provide valuable opportunities for members to engage, learn, and network. You will use your excellent customer service and organisational skills in a busy role engaging directly with all levels of members.

Our work

Each week in the UK and Ireland, more than 30 children are diagnosed with cancer. Our network of dedicated professional members work together in treatment, care and research to help shape a future where all children with cancer survive and live happy, healthy and independent lives.

We fund and support innovative world-class research and collaborate, both nationally and internationally, to drive forward improvements in childhood cancer. Our award-winning information resources help lessen the anxiety, stress and loneliness commonly felt by families, giving support throughout the cancer journey.

We are a registered charity and fundraise for our important activities through campaigns, donations and family involvement.

Main purpose of the job

This role will be responsible for providing administrative support and coordinating activities for various specialist groups within the professional membership association. It involves supporting the Chairs, organising meetings, facilitating communication between members, and ensuring the smooth operation of the groups to enhance member engagement and satisfaction.

Key roles and duties

Administrative Support:

- Provide comprehensive administrative support to specialist groups, including scheduling meetings, preparing agendas, and distributing meeting materials.
- Maintain and update contact lists and databases for specialist group members.
- Prepare and distribute minutes of meetings and follow-up on action items.
- Handle correspondence and communication for specialist groups, ensuring timely and professional responses.

Meeting Coordination:

- Organize and coordinate all aspects of specialist group meetings and educational events, including virtual and in-person events.
- Liaise with venues, arrange catering, and handle logistics for in-person meetings (budgeting, venue selection, catering and audio-visual equipment).
- Set up and manage virtual meeting platforms (e.g., Zoom, Teams) for online group meetings.
- Act as first point of contact for meeting, responding to queries and updating records
- Attend designated meetings to provide onsite support and register delegates
- Collate event feedback and ensure this is utilised to improve future events
- Recording expenditure and income and maintaining event budgets

Member Engagement:

- Serve as the primary point of contact for specialist group members, addressing enquiries and providing information as needed.
- Facilitate communication and collaboration among group members through newsletters, community platform, and other communication channels
- Assist with content development for website and community platform to promote group activities
- Assist in the development and implementation of strategies to increase member participation and engagement in specialist group activities.

Project Coordination:

- Assist in the planning and execution of specialist group projects, ensuring they are completed on time and within budget.
- Track progress and provide regular updates to the Director of Engagement.
- Coordinate with other staff members within the association to support specialist group initiatives.

Reporting and Evaluation:

- Compile and analyse data on specialist group activities and member engagement.
- Prepare reports for the Director of Engagement and Executive Board on the performance and impact of specialist groups.
- Provide recommendations for improving specialist group operations and member satisfaction.
- Identify opportunities for improvement and innovation, implementing changes to enhance the quality and impact of group initiatives.

Other

- Assist with the annual conference preparation and planning as required
- Monitor the membership inbox and respond to relevant queries
- Provide cross-cover for the Membership Administrator for membership processes e.g. applications, renewals and payments.
- Out-of-hours work will be required on occasion to ensure that CCLG is able to deliver on commitments to stakeholders
- Some UK travel and overnight stays will be required
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

Person specification

	Essential criteria	Desirable criteria
Qualifications, knowledge and experience	<ul style="list-style-type: none"> • Minimum of 2-3 years of experience in administrative support or project coordination, preferably within a professional membership association or similar environment. • Experience in organising and coordinating meetings and events. • Experience of working in a customer facing role and providing excellent customer service • Minimum of 4 GCSEs (C or above) including Maths and English, or equivalent qualifications or relevant demonstrable experience of the ability to work at this level 	<ul style="list-style-type: none"> • Experience of using CRM systems/database • Experience of webinar platforms
Skills, abilities and competencies	<ul style="list-style-type: none"> • Excellent organisational and time-management skills. • Strong written and verbal communication skills. • Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and virtual meeting platforms (Zoom, Teams). • Ability to multitask and manage multiple projects simultaneously. • High level of professionalism and attention to detail. • Strong interpersonal skills and the ability to work effectively with diverse groups of people. • Ability to work on own, and as part of a team, and with minimum supervision 	

<p style="text-align: center;">Personal attributes</p>	<ul style="list-style-type: none"> • Flexible hands-on approach with ability to take initiative on developing new ideas and systems • Good team player but self-motivated and able to work independently when necessary 	
<p style="text-align: center;">Other</p>	<ul style="list-style-type: none"> • Willingness to work variable hours including evening and weekends when needed to fulfil commitments • Flexibility to travel to meetings as required within the UK and stay overnight 	
<p style="text-align: center;">Values</p>	<ul style="list-style-type: none"> • Commitment to the values and mission of CCLG 	

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