

PMG MANAGER - Job Description & Person Specification

Job title: PMG Manager

Reports to: PMG Executive Committee, through the Chair

Location: Primarily home-based, with attendance at PMG meetings, conferences and other events as required

Hours: 37.5 hours per week

Salary: £35k to £45k, depending on experience

About PMG

Posture and Mobility Group (PMG) is a UK professional membership association supporting people working in the field of posture and wheeled mobility. PMG brings together professionals from across the sector to share knowledge, promote best practice, support education and research, and facilitate collaboration between professionals, organisations and manufacturers.

PMG is registered as a Charitable Incorporated Organisation (CIO), and is managed by the Executive Committee, who are the trustees of the CIO. The trustees delegate areas of responsibility to other committees, which are made up of PMG members. The Conference, Education and Communications (CEC) Committee has responsibility for the annual conference and exhibition. All trustees and members of the committees are volunteers. Day-to-day management of PMG and organisation of the annual conference is delegated by the Executive Committee to the PMG Manager, who is the sole employee.

The Role

The PMG Manager is a broad and autonomous management role responsible for the effective day-to-day running of PMG. The post holder will work closely with the Executive Committee and the Conference, Education & Communications (CEC) Committee, to turn agreed plans and decisions into effective delivery.

The role combines **organisation management, event and conference management, membership services, finance, communications, digital systems and stakeholder relationships**.

The successful candidate will need to be highly organised, proactive and comfortable working independently across a wide range of responsibilities.

Key Responsibilities

1. Organisation and Governance

- Manage the day-to-day operation of PMG within the authority delegated by the Trustees.
- Provide effective administrative and operational support to PMG committees by organising meetings, agendas, papers, minutes and follow-up actions.
- Support the AGM, elections and other governance activities.
- Maintain appropriate organisational records, policies and contracts.
- Identify operational issues and risks and bring significant matters to the attention of the Chair or Trustees.

- Work with professional advisers and external suppliers as required.

2. Annual Conference and Exhibition

The Manager ensures that PMG's annual conference and exhibition is delivered professionally, safely, inclusively and within agreed budgets. Working closely with the CEC Committee, the organisation and planning includes:

- venue selection, negotiation and management;
- event budgets and financial monitoring;
- delegate registration and communications;
- administration of PMG's bursary scheme.
- Call for Papers and abstract administration;
- speaker and presenter liaison;
- exhibitor and sponsor liaison;
- accommodation, catering and accessibility arrangements;
- event contractors, suppliers and volunteers;
- conference materials, badges and signage;
- on-site event management;
- post-event communications, recordings and resources; and
- evaluation and continuous improvement.

3. Membership and Member Services

- Manage PMG membership administration and membership systems.
- Maintain accurate member records and communication preferences.
- Respond to member enquiries and provide a high standard of member service.
- Support membership recruitment, retention and engagement.
- Develop and coordinate member communications.
- Support the development of future member benefits and membership models.

4. Finance and Business Administration

Working with the Treasurer:

- manage day-to-day financial administration, maintaining appropriate financial records;
- ensure exhibitors and other organisations are invoiced and payments followed up appropriately.
- process PMG expenditure in accordance with agreed procedures;
- monitor income and expenditure and contribute to conference budgets and financial planning;
- support PMG's financial sustainability through effective management of conference, exhibition, sponsorship and other agreed income-generating activities;
- support accountant's preparation of annual accounts and financial reports.

5. Communications, Marketing and Digital

- Manage PMG's website and online content.
- Coordinate email newsletters and member communications.
- Manage PMG's email marketing database and mailing lists.
- Promote PMG membership, events, training, resources and other activities.
- Manage PMG's social media channels and online forum.
- Support the promotion of the annual conference and exhibition.

- Coordinate publication of conference recordings, journal articles and other professional resources.
- Work with external website and technology providers.
- Identify opportunities to improve PMG's digital systems and member experience.

6. Education, Journal and Professional Resources

- Support PMG's educational programme and professional activities.
- Work with the CEC Committee on training events, webinars and other educational initiatives.
- Support the PMG online journal and editorial team.
- Liaise with authors and contributors and coordinate publication of content.
- Maintain the PMG Knowledge Hub and other online professional resources.

7. Stakeholder and Sector Relationships

- Maintain positive relationships with PMG members, Trustees and speakers
- Develop appropriate relationships with professional bodies, NHS/public-sector organisations, commercial organisations within the posture and mobility sector and other relevant organisations.
- Support opportunities for collaboration and partnership that develop PMG's charitable objectives.

8. Compliance and Risk

- Ensure PMG's day-to-day activities are delivered in accordance with relevant legislation, PMG policies and Trustee decisions.
- Handle personal and organisational information appropriately and in accordance with PMG's data protection requirements.

Person Specification

Experience and skills

Essential

- Degree-level qualification or demonstrable equivalent work experience in a similar role
- Experience of managing projects, events or organisational activities from planning through to delivery.
- Excellent organisational and time-management skills.
- Ability to manage multiple priorities and deadlines independently.
- Experience of working with a wide range of stakeholders.
- Excellent written and verbal communication skills.
- Experience of producing professional emails, newsletters, website content or other communications.
- Good financial and administrative skills, including experience of budgets, invoices and financial records.
- Strong IT and digital skills, including confidence using databases and online systems.
- Ability to identify problems, make sound decisions and find practical solutions.
- Experience of working independently with limited day-to-day supervision.

Desirable

Experience or knowledge of one or more of the following would be advantageous:

- UK charity or membership organisation management;
- charity governance and working with Trustees;
- conference and exhibition management;
- NHS, health or rehabilitation services, e.g. posture and mobility, wheelchair services or specialist seating;
- membership recruitment and engagement;
- WordPress, Mailchimp and Xero, or similar systems;
- social media and digital marketing;
- UK data protection requirements.

Personal qualities

The successful candidate will be:

- **Organised** – able to manage a varied workload and maintain attention to detail.
- **Proactive** – able to identify what needs to be done and take action without waiting for instruction.
- **Reliable** – takes ownership of responsibilities and follows tasks through to completion.
- **Adaptable** – comfortable moving between strategic, administrative and practical tasks.
- **Professional** – able to represent PMG confidently and appropriately.
- **Collaborative** – able to work effectively with volunteer Trustees and committees.
- **Diplomatic** – able to manage differing views and priorities constructively.
- **Commercially aware** – understands the importance of income generation, value for money and financial sustainability within a charitable organisation.