

Facilities & Membership Administrator

Job Summary

Job Title:	Facilities and Membership Administrator
Job Location:	Central Birmingham – office based
Salary:	£26,980 per annum for full time (36 hours per week)
Reporting to:	Governance Facilities and Admin Manager

Job Purpose

To provide pro-active, high-quality administrative support to the British Dietetic Association. The role holder will provide an end-to-end service for all office finance and facilities administration procedures. This role will also support the Governance Admin team and provide in-house support for events, management of office supplies and contracts.

There will be a requirement to answer queries both internally and externally. The policy holder will also co-ordinate Health & Safety arrangements and refer appropriate matters to the landlord. (First Aid & Fire Marshal training will be provided).

Duties will include taking minutes of meetings; proof-reading documents; formatting documents; managing e-files; overseeing SharePoint; documenting business processes; supporting and setting up requirements for training; general tidying and office organising.

Provision of excellent administrative support to the Chief Operating Officer, the Membership Team and support for Specialist Groups.

This role is very varied and will require knowledge of office facilities, minute taking, excellent IT & literacy skills and competency in using a CRM or the ability to learn quickly.

This role will suit somebody who is pro-active and good at planning, notetaking and who enjoys variety and teamwork.

A good sense of humour and excellent listening skills are a must also.

Job Context

The British Dietetic Association (BDA) is a professional body and trade union and is the leading organisation of nutrition professionals in the UK, representing the nutrition and dietetic workforce across all sectors with over 12,000 members.

Whilst this role is specifically related to office and facilities administration, all staff are expected to have a good overview of cross-team activities to allow for cover in cases of absence from time to time. Functional business areas include events administration, membership, delivery of professional courses, PR/media and trade union support.



Key areas of responsibility

Facilities Administration

The postholder is responsible for: -

- Liaising with all external service office facility providers to ensure full running of the BDA office which includes cleaners, caterers, kitchen facilities, mobile phones, photocopying, audio visual, decorative plants and security providers.
- Reviewing supplier contracts to agree whether the service is necessary and update in liaison with the Governance Facilities and Administration Manager.
- Help to streamline office purchases in respect of environmental impact and efficiency.
- Liaising with the landlord on a regular basis concerning any issues surrounding the offices that may affect the day to day running.
- Ensuring our IT inventory and asset register is kept up to date and shared with our IT provider and accounts department.
- Willingness to be First Aid and Fire Marshal trained and arrange Fire alarm testing.
- Coordinate health & safety risk assessments, health & safety reps and work closely with the building reception to ensure full compliance.
- Managing PAT testing for the office and other adhoc repairs and safety checks, as required.
- Basic maintenance of in-office equipment and understanding of the AV and meeting room set up.
- Updating business continuity plans

Support for Governance Administration

- Work closely with the Office Administrator to answer incoming calls and queries and provide support to in-house events.
- Take minutes of meetings and prepare meeting papers as and when required.
- Help to format documents for the BDA office and keep the templates up to date.
- Become familiar with BDA Governance and how the Boards and Sub-Committees fit together
- Provide cover for leave and sickness for all Board and Sub-Committee functions.
- Support the Office Administrator with travel and hotel bookings for events and meetings.
- This role is office-based and the post holder will need to work closely with the Office Administrator to manage the office day to day.

Membership and Specialist Groups

- Work closely with the Membership team to support their incoming queries and calls.
- Develop excellent knowledge of the CRM and Membership benefits to an advisory level.
- Support the Volunteers team with administration for Specialist Groups and Branches.
- Some out-of-hours work may be required for the Volunteers team, but this time can be taken back as flexi leave.



Role Dimensions

Knowledge

The role requires;

- Excellent knowledge of formatting in Microsoft word with a basic understanding of fonts and layout design.
- High level understanding of Microsoft Excel to manage and review data reports.
- Working knowledge of Powerpoint, Outlook, Sharepoint and Teams.
- Experience of website editing.
- Excellent spelling, grammar and numerate fluency.
- Experience of taking minutes of meetings.

Work Complexity and Judgement

The role requires;

- Great attention to detail for recording, reviewing and analysing data.
- Some exposure to confidential data and information, so discretion is required.
- Recommendation of purchasing choices.
- Decisions will be referred to the Leadership team.

Impact on Reputational Risk

This role requires;

- Interaction with all BDA staff, managers and leaders and so, requires a professional and confidential approach.
- There will be involvement with members, trade union reps and the Board of Directors, so good conduct and consideration is required in all communications.

Freedom to make decisions

The post holder makes decisions regarding own work prioritisation and organisation.

Emotional impact

The role-holder will need to be confident and helpful when dealing with member queries. There may be some incoming calls which require discretion, empathy and patience. The BDA is a Trade Union organisation and so there are many sensitive subjects being dealt with in-house.

Quality of Service

Providing high quality, confidential and accurate information and knowledge to both BDA managers and staff. Handling of personally sensitive data.



Person Specification

Category	Essential
Skills	<ul style="list-style-type: none"> • Ability to communicate with staff and managers of all levels, warmly • Maintains employee confidence and protects operations by maintaining confidentiality • Ability to communicate clearly and concisely in writing, on the telephone and face to face • Ability to work under pressure to meet defined deadlines • Ability to prepare formal minutes and action notes and follow up actions • Ability to work well in a team and pull together in busy periods • Self- motivated and pro-active with attention to detail • Excellent formatting skills in word, excel, 365 • IT proficiency with an interest in learning new systems and evolving • Natural problem-solving skills • Very driven and with excellent planning and organisational abilities • Enjoys improving systems • Always happy to support the BDA great goal and be the intermediary between teams • Has a 'can do' attitude and is flexible and able to prioritise tasks • Enjoys variety and building excellent relationships with team members.
Experience	<ul style="list-style-type: none"> • Experience of preparing accurate data driven reports • Experienced with activities requiring attention to accuracy and detail • Experience working in an administrative environment • Experience of taking minutes of meetings and formatting documents • Using CRMs and learning complex CRM tasks • Working with facilities and running an office.
Knowledge	<ul style="list-style-type: none"> • Ability to format and amend layouts in Microsoft Word • Knowledge of MS Outlook, SharePoint and Teams • Data and record keeping knowledge • Basic understanding contracts and supplier agreements • Knowledge of Facilities and what is required to keep an office running smoothly • Understanding of branding and formatting

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

