

Job Description

Job Title: Membership & Events Administrator (BAPO) – 2 years fixed term

Job Location: Head Office, Birmingham

Responsible To: Director of Business & Administration

Job purpose

To provide high-quality administrative support to the organisation and support the functioning of membership support, events support and governance support to ensure a high-quality experience for all users. This role mainly provides administrative support via a service level agreement to the British Association of Prosthetists and Orthotists (BAPO) and is part of the business administration team providing proactive, high-quality support to the BDA, to deliver the organisation's strategic and business plan objectives.

Job context

The British Dietetic Association, founded in 1936, is the professional Association for registered dietitians in Great Britain and Northern Ireland. It is the largest organisation of food and nutrition professionals, with over 10,000 members. The company provides administrative support services to other organisations which it contracts with. This role will be integrated into services to deliver high quality support to contractor organisations as well as BDA members and staff. The Business Administration team provides many of the underpinning services which engage with the membership, colleagues and with other organisations or people outside the BDA office. The Business Administration staff provide a variety of essential roles, ranging from handling member queries, delivering projects, supporting events, ensuring cross team working is effectively managed, developing new business ideas or providing niche skills to more than one office team. While individual members of the Business Administration team may focus on one or two key functional or business areas, they are expected to have a good overview of cross team activities to allow for cover in cases of absence from time to time.

All staff uphold the values of the Association (Professional, Dynamic, Innovative) and represent the profession and the Association to stakeholders.

Key areas of responsibility

BAPO Secretariat General Support

- First point of contact for all telephone and email enquiries.
- Provide administrative support including managing appointments and diaries, arranging meetings, travel and accommodation.
- Provide administrative support to meetings across the organisation, including the preparation, collation and distribution of the agenda and any other relevant documentation, minute taking and the typing and distribution of minutes to appropriate people.

- To ensure, under the direction of the relevant officer, that resulting actions from meetings are delivered by relevant Board or working group members, and undertake identified actions as required.
- Process requests to circulate job adverts and other materials.

BAPO Membership

- Process membership applications.
- Ensure financial queries are responded to or passed to appropriate people.
- Deliver advice and support to members on information available to them on web or other platforms.
- Provide support for membership renewals, contacting members at renewal time with the necessary information and following up non-renewals and cancellations.
- Be a key point of contact for queries from members or external contacts about member activities, redirect enquiries, provide information and respond to complaints as appropriate.

BAPO Conference and other Events

- Process ticket payments.
- Update website with details of events and various ticket options.
- Support promotion of events through email campaigns and other means.
- Set up and maintain spreadsheets for each event to monitor bookings and event arrangements.

OETT Funding Applications

- Process funding applications, including gathering responses from Committee members and forwarding them to the applicant as required.
- Keep the funding spreadsheet up-to-date.

Role Dimensions

1. Knowledge

This role requires knowledge of a wide range of procedures reflecting the breadth of everyday and more sporadic tasks. These procedures may require amendment or adaptation over time, either to improve working practices or because of changes to tasks or their context, e.g., Annual Conference.

2. Work complexity and judgement

This role involves tasks and responses to enquiries that may not be straightforward and often cover multiple topics, requiring assessment of individual situations and judgements as to the best solutions to implement. Workload priorities must also be taken into account given the workload and range of enquiries and background tasks being dealt with.

3. Impact on reputational risk

Given that this role is the first point of contact for enquiries from BAPO members and non-members, there is considerable potential impact on reputational risk among the wider P&O community.

4. Emotional impact

This role encounters emotional impact on an occasional basis, especially dealing with BAPO members who have issues with their membership.

Person Specification

Category	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of preparing accurate draft documents based on various sources of information • Experience with activities requiring attention to detail • Experience working in an administrative / business environment • Experience of working with finances (e.g., recording and monitoring) • Experience in a customer-focused environment 	<ul style="list-style-type: none"> • Experience of maintaining basic budgetary systems • Experience of conference or event organisation • Experience of content management system (CMS) for website
Knowledge	<ul style="list-style-type: none"> • Knowledge of Microsoft Office (Word, Excel, PowerPoint etc) • NVQ3 Business administration or equivalent qualification or experience • Good standard of English Language, grammar and maths (at least GCSE level or equivalent) • Excellent customer service standards 	<ul style="list-style-type: none"> • An awareness of the professional issues faced by healthcare professionals • Educated to degree level
Skills and abilities	<ul style="list-style-type: none"> • Ability to communicate with staff of all levels, members, external agencies, the public and suppliers • 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 agendas • Ability to demonstrate an organised and methodical approach • Ability to be flexible and demonstrate initiative and innovation 	<ul style="list-style-type: none"> • Minute-taking

