

Membership and Events Manager

JOB DESCRIPTION

Contract: Permanent, full-time.

Hours: 35 hours per week

Salary: £31,000.00

Location: Hybrid with two days in London and three days at home.

Reports to: Executive Director

Purpose of the role

As the Membership and Events Manager, you will be the main contact for all members, prospective members and event attendees providing an excellent level of service to enable UACES to connect and empower our community globally.

This will involve developing and delivering membership retention and recruitment strategies, project planning and delivering a successful annual events programme and leading on our CRM and data project work.

Key duties and responsibilities

Membership

- Deliver an excellent service to members by ensuring the membership sign-up, renewal and payment process runs smoothly and providing well-informed and prompt responses to members enquiries.
- Work with the Digital Communications and Marketing Officer and Executive Director to ensure that membership engagement remains strong via the annual communications plan.
- Work with the Finance Officer to ensure correct processes are in place to maximise the efficiency of the CRM. Sending out invoices and payment reminders when appropriate.
- Work with the Executive Director to develop and deliver membership retention and recruitment journeys and strategies.
- Develop a thorough working knowledge of the UACES CRM system, ensuring membership records are maintained in line with GDPR and training UACES staff when appropriate.
- Provide regular data and analysis to the Executive Director and UACES Officers regarding retention and recruitment, identifying emerging trends, membership behaviours and needs.
- Administer the UACES programme of Prizes and Microgrants.

Events

- Develop project plans and project manage the delivery of the UACES Annual Conference, Graduate Forum Conference, Doctoral Training Academy and regular webinar programme. Including but not limited to managing the event submission and delegate registration processes, onsite and virtual event programme and activities, managing and reporting on the event budget, and analysing and reporting event performance and recommendations.
- To act as the main point of contact for speakers, delegates and other event attendees. Ensuring that all enquiries are answered professionally and promptly.
- Provide administrative support to the UACES Graduate Forum Committee.
- Work with the Digital Communications and Marketing Officer to ensure that all events are promoted effectively to the wider European Studies community and that all content and branding on the UACES website and social media platforms is kept up to date.
- Work with the Executive Director to develop and deliver a partnership/sponsorship offer for UACES events.
- Source and negotiate the best value for money with venues, suppliers and contractors.
- Ensure that all appropriate event data is recorded in the UACES CRM system, ensuring that personal data is maintained in line with GDPR.

General

- Working with the Executive Director and the CRM software provider, ensure that the UACES Data Strategy continues to meet the needs of UACES and its members.
- Attend meetings, conferences, staff training and any other appropriate activities to actively contribute to UACES' overall work.
- To undertake other reasonable duties as required by the Executive Director.

Person Specification:

<u>Job Requirements</u>	Essential Criteria	Desirable Criteria	Assessment
Qualifications and training	<p>Proven successful and sustained track record of delivering membership and event programmes.</p> <p>Experience of working in the charity or membership sector.</p> <p>Evidence of commitment to continued professional development.</p>	Good working knowledge or relevant qualification in European Studies or related area.	CV
Experience	<p>Demonstrable experience planning and delivering membership retention and recruitment strategies.</p> <p>Demonstrable experience planning and delivering an annual events programme, both in-person and online.</p>	Experience of improving use of data within a membership organisation.	CV Presentation Interview
Knowledge	<p>Working knowledge and practical experience of project management principles and techniques.</p> <p>Excellent working knowledge and practical experience using a membership CRM system.</p> <p>Good working knowledge of GDPR regulations in relation to management of personal data.</p>	<p>Relevant project management qualification.</p> <p>Working knowledge of CiviCRM.</p>	CV Interview

	Excellent working knowledge of Microsoft 365 particularly Outlook, Excel and Teams.		
Skills and abilities	<p>Excellent communication and customer service skills, both written and verbal, with a strong attention to detail.</p> <p>Ability to use own initiative to prioritise workload and conflicting deadlines.</p> <p>Ability to analyse and interpret data to inform tactical decision making.</p> <p>Strong networking and negotiating skills, with the ability to persuade and influence stakeholders.</p>	Experience of developing and managing sponsorship / partnership relationships.	CV Presentation Interview
Additional requirements of the role	Ability to travel to events and meetings in the UK and Europe.		Interview

This job description is not exhaustive. It acts as a guide and may be amended to meet the changing needs of UACES after discussion with the post holder.

Salary and Benefits

- 28 days plus bank holidays plus three office closure days over the Christmas period.
- Pension contributions.
- Professional development programme including regular 1-1s, appraisal and training plan.
- Family-friendly policies and procedures.
- Flexible working practices.
- Time off in lieu for UACES event attendance.

Contract

Full-time, permanent contract.

Candidates should have the right to work in the UK at the time of appointment.

Appointment is subject to receiving two satisfactory references and successfully completing a three-month probationary period.

Notice period: Three months upon successful completion of the probationary period.

Commitment to Equality, Diversity and Inclusion:

Equality, diversity, and inclusion (EDI) are core values at UACES, and all employees are expected to demonstrate their commitment to our EDI policy.

We are passionate about building and sustaining an inclusive and equitable environment for UACES members, committees, and staff. The UACES community strives to be one where people feel safe, where differences are accepted, where engagement is apparent and where all contributions are encouraged, valued and respected.

We particularly welcome applications from candidates that are underrepresented in the UK Higher Education sector.

We are committed to making reasonable adjustments to support you throughout the application and selection process, on commencement, or once in post. You can request support by contacting Kerry Cole, Executive Director at kcole@uaces.org.

Our EDI Officer is available for a confidential conversation with candidates with specific questions or concerns regarding our EDI policy.