



Member engagement and events officer, 0.6 fte

Person specification

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| Training and qualifications | <p><i>Essential</i></p> <p>An undergraduate degree-level qualification or equivalent experience</p> |
| Knowledge and experience | <p><i>Essential</i></p> <ul style="list-style-type: none"> • Experience of organising or hosting online events and membership delivery platforms (e.g. Teams and Zoom) • Experience of event or project management, coordinating and engaging volunteers, groups or networks • Up-to-date knowledge of data protection policies • Experience and understanding of working within agreed budgets and maintaining accurate financial records • Experience of developing good working relationships with important stakeholders and providing a high level of customer service |
| | <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Experience of using databases • Practical experience of leading on-the-day events delivery for both in-person and online events • Experience of working in communications, events, education or related field • Experience of working in a membership organisation • Use of CRM systems to access, store and share information |
| Skills | <p><i>Essential</i></p> <ul style="list-style-type: none"> • Strong organisational and project management skills, with the ability to plan and work on multiple events concurrently, and to prioritise a busy workload • Excellent interpersonal, verbal and written communication skills, capable of working with |

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| | <p>people at all levels of the organisation, as well as external stakeholders including VIP speakers</p> <ul style="list-style-type: none"> • Excellent critical thinking skills with the ability to exercise good judgement and solve problems quickly and effectively • Confidence in the use of IT and communication systems, as well as online platforms to access, analyse and disseminate member, user and events information |
| <p>Abilities and attributes</p> | <p><i>Essential</i></p> <ul style="list-style-type: none"> • Enthusiastic, supportive team member with a flexible approach • Proactive and solution focused • Self-motivated individual who can manage their own workload and juggle a range of priorities • Tact, diplomacy and confidentiality • Ability to work independently and as part of a team • Committed to constant learning and improving, and to embedding diversity, equity and inclusion across everything we do, with an awareness of the implications for arts and culture in education |