

JOB DESCRIPTION

JOB TITLE:	Membership Services Administrator - full-time, permanent
REPORTING TO:	Head of Membership Services
JOB PURPOSE:	To provide full administrative support to the membership services section, acting as lynchpin between membership and training activities
RESPONSIBILITIES	
<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 	<p>To provide full administrative, secretarial, and clerical support to the membership services team, including Head of Membership Services</p> <p>To work with the Events Manager on the administration of APIL's residential conferences, sponsorship and exhibitions, including sourcing merchandise and the processing of bookings/answering queries</p> <p>To work with the Membership and Accreditation Manager on the processing of renewals, arranging corporate monitoring visits, dealing with advertising queries, and updating the intranet as appropriate</p> <p>To work with the Senior Events and Marketing Officer on the administration of APIL's training events, responding to queries as appropriate</p> <p>To work with the Public Enquiries Administrator, acting as second responder to all enquiries from members of the public and assist with follow-up work as required</p> <p>To ensure that the content on the membership and training areas of the website is fully up-to-date at all times</p> <p>To update APIL marketing materials and send marketing e-mails as appropriate</p> <p>To liaise with speakers and exhibitors regarding requirements, biographical/company details, and course materials</p> <p>To analyse conference feedback after each event and ensure that all comments and queries are addressed</p> <p>To be responsible for the general upkeep of the membership services department, keeping personal data secure, and the office tidy</p> <p>Any other duties deemed necessary for the post</p>

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SKILLS AND ABILITIES	
	Highly computer literate and fully conversant with Microsoft Word, Outlook, Excel, PowerPoint and database packages
	Pays attention to detail, perfectionist
	High standards in the layout and presentation of documents (letters, reports, etc)
	Negotiation skills
	Professional and efficient communication style and telephone manner
	Strong proven inter-personal skills - empathic, patient and courteous
	Fast learner
	Fast and accurate typist – minimum 60 wpm
	Legal background or knowledge of the personal injury legal sector preferred

PERSONAL ATTRIBUTES	
	Professional self- motivated organiser and administrator
	Enjoys being part of a busy team and keen to get involved
	Takes personal pride in all aspects of their work
	Good sense of humour!