

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF33605
<b>Post Title:</b>	Coaching Centre Memberships Administrator
<b>Grade:</b>	4
<b>School/Department:</b>	Executive Education, Henley Business School
<b>Reports to:</b>	Projects and Engagement Manager, Executive Education
<b>Responsible for:</b>	N/A

## Purpose

The post-holder will provide administrative support for the Henley Centre for Coaching, within the Projects and Engagement team in Executive Education.

There will be a high volume, varied range of business development engagement activities for The Henley Centre for Coaching, Executive Education. They are designed to raise the profile of the institution, by promoting The Henley Centre for Coaching to a wide range of prospective and current clients. They underpin the Business School's strategy and brand to generate new business and create a stronger profile within the buying community.

## Main duties and responsibilities

- Create, monitor and maintain membership details on to the Excel database and CRM system, and feeding back to the Coaching Centre Manager.
- Working closely with the Memberships and Engagement Officer in the member on-boarding process and renewal process to accelerate growth of The Henley Centre for Coaching, including alerting of upcoming renewals, chasing members, organising paperwork and invoicing/terms and conditions.
- Liaising with both UK and the International Partner Network to ensure accurate data of current students for on-boarding onto CRM and membership portal.
- Creation and maintenance of webpages including adding articles & publications, bios, news items and events and relevant membership portals.
- Answer main client phone line and respond to basic queries, escalating where necessary.
- Assist with co-developing and coordination of marketing materials with the central marketing team, e.g., flyers, emails, social media.
- Raising purchase orders, assist credit control with perusing unpaid invoices and processing the forms for Faculty engagement – Heads of School/Tutor etc.
- Assist in the running of regular meetings e.g. Coaching operation meetings, including taking and issuing minutes, following up on actions, issuing calendar, etc.
- Administration of online surveys in Qualtrics ready for distribution to an external population and collating responses.
- Image searching and distribution of newsletters and publications including sending analytics to all internal and external stakeholders.

**Supervision received**

You will be line managed by the Project and Engagement Manager, Executive Education.

**Contact**

The work will involve liaison with internal stakeholders and external suppliers, other staff within Henley Business School and the wider University of Reading. This will include senior staff; academic members of staff and external contributors.

**Terms and conditions**

This post is a full time (36 hours per week), permanent role based at Greenlands, Henley on Thames.

This role also requires the flexibility to work outside of these hours including some evenings and weekends.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed:** 21 August 2020

# PERSON SPECIFICATION

Job Title	School/Department
Coaching Centre Memberships Administrator, Executive Education	Henley Business School, Executive Education

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Proven administrative and organisational skills</li> <li>• Working accurately with attention to detail</li> <li>• Good time management skills, with the ability to prioritise tasks</li> <li>• Commitment to great customer care</li> <li>• Working accurately with attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of administration or secretarial support within a higher/management education environment</li> <li>• Experience in event/conference administration and management</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Sound educational background, educated to at least A Level standard or equivalent</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Proficient in the use of computer packages ideally Microsoft Office Word, Excel, PowerPoint, Outlook for email and diary management and the Internet</li> <li>• Familiarity in the use of databases – or a willingness to learn quickly</li> <li>• Experience of mail merges and mailings.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional use of Social Media</li> </ul>

<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy and professional working environment</li> <li>• Experience in membership / event/conference administration and management</li> <li>• Working in an office or in customer service</li> </ul>	
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Demonstrating excellent interpersonal and communication skills</li> <li>• A pleasant telephone manner</li> <li>• Helpful and patient</li> <li>• Self-starter and the ability to use your own initiative and problem solve</li> <li>• Conscientious and keen to get involved</li> <li>• Able to work supportively in a team environment</li> <li>• Able to work in a busy, sometimes pressured, environment and managing multiple tasks</li> <li>• Flexible approach to work and the duties to be carried out</li> <li>• Reliable and able to work unsupervised</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate with business-people and colleagues at all levels of seniority</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• There are no specified hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post</li> </ul>	

Completed by: Viki Rice	Date: 21/08/2020
-------------------------	------------------