

JOB DESCRIPTION

POST TITLE: Member Services Officer and Secretary to the Board

RESPONSIBLE TO: Director, Member Services

JOB SUMMARY: The post-holder has a pivotal role in the work of Universities UK being responsible for the effective oversight and management of UUK's key governance meetings, including the Executive Committee, UK Board and Members' Meetings. The postholder also supports a range of UUK services to its members.

Governance

1. To act as Secretary to the Executive Committee and UUK Board. To develop a forward planner, prepare draft agendas, co-ordinate the CEO written report and the briefing for the President, and produce verbatim notes and final minutes and action notes.
2. To be responsible for the efficient and effective planning, budgeting, organisation and delivery of the three UUK Members' Meetings per year and to be the team leader for the operational aspects of these meetings.
3. To liaise effectively with other groups within Woburn House and with Universities Scotland and Universities Wales in planning and preparing for the above meetings.
4. To maintain good general knowledge of matters that come before the Executive Committee, UK Board and Members' Meetings, including through attending opportunities for learning such as the UUK Monday morning discussion meetings.
5. To administer elections for UUK positions including the President, Treasurer, Vice-President for England and Northern Ireland, Policy Network Chairs and UK Board members, liaising closely with Electoral Reform Services.

Member services

6. To organise and administer the induction of new UUK members including arranging meetings of the New Vice-Chancellors' Group and arranging the induction to Woburn House and the senior team.
7. To organise and administer the mid-term Vice-Chancellors' programme.
8. To organise other member services activities as required.

Data and enquiries

9. To lead the process for tracking UUK engagement with its members.
10. To produce the President's Handbook and to notify the President's office of changes as they occur.
11. To advise relevant colleagues on maintaining accurate data on members in UUK's customer relations management database (ThankQ) and undertake the necessary quality checks.
12. To respond promptly and effectively to enquiries from members, prospective members and others about UUK member services matters.

Other

13. To write papers, briefings or presentations for the member services areas as requested.
14. To contribute to the operational planning processes and project management for the Member Services group.
15. To provide the member services induction for new UUK staff.
16. To contribute a member services perspective to cross-office projects and initiatives at UUK.
17. Any other duties as may be required.

This job description will be reviewed and amended in the light of changing professional demands.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

PERSON SPECIFICATION

POST: Member Services Officer and Secretary to the Board

DIRECTORATE: Member Services

| Essential/D esirable | QUALIFICATIONS AND TRAINING | ASSESSED |
|---------------------------------|---|--|
| | A. WORK BACKGROUND AND EXPERIENCE | |
| Essential | Degree (or equivalent) | <i>Application Form</i> |
| Essential | An understanding of working in a membership organisation and providing high quality service to members | <i>Interview and application</i> |
| Essential | Demonstrate success in planning and managing the business of meetings at Board level: preparing agendas, papers, briefings and minutes | <i>Interview and application</i> |
| Essential | Experience in planning, budgeting and managing high-profile events | <i>Interview and application</i> |
| | B. SKILLS AND APTITUDES REQUIRED | |
| <i>Essential</i> | Strong written skills with an ability to summarise discussions and prepare minutes and action points | <i>Interview, application and assessment</i> |
| <i>Essential</i> | Strong oral communication | <i>Interview and application</i> |
| <i>Essential</i> | Attention to detail | <i>Interview and application</i> |
| <i>Essential</i> | Strong interpersonal skills, including the ability to develop and maintain productive working relationships with a wide range of people at all levels | <i>Interview and application</i> |
| <i>Essential</i> | Ability to deal sensitively with members and other senior people | <i>Interview and application</i> |
| <i>Essential</i> | Ability to plan and administer the business of meetings efficiently and effectively and to manage high-level events | <i>Interview and application</i> |

| C. SPECIALIST KNOWLEDGE REQUIRED | | |
|---|---|----------------------------------|
| <i>Desirable</i> | An understanding of the issues facing a diverse membership organisation | <i>Interview and application</i> |
| <i>Desirable</i> | Knowledge of higher education | <i>Interview and application</i> |
| D. PERSONAL QUALITIES AND UUK VALUES | | |
| <i>Essential</i> | An ability to take responsibility and to lead teams, working collaboratively and effectively with colleagues across the office. | <i>Interview and application</i> |
| <i>Essential</i> | An ability to work under time pressure to meet the deadlines for UUK meetings and projects. | <i>Interview and application</i> |
| <i>Essential</i> | An aptitude for focusing on priorities. | <i>Interview and application</i> |