



Office and Memberships Administrator

Person Specification and Duties

Essential skills:

- Very strong computer skills to include: Website maintenance/experience with Wordpress and Microsoft Office literate.
- Experience with data entry and record keeping to manage our large membership database.
- Excellent written communication skills in order to maintain a strong relationship with the association's membership and to liaise clearly with other SMA staff and occasionally the Board of Directors.
- An eye for detail

Desirable skills:

- Experience with invoicing using Xero and a familiarity with mail merge software.
- Good working knowledge social media including of Instagram, Twitter, Facebook and LinkedIn, including using scheduling tools and ensuring that social media content is accessible.
- Willingness to work unsupervised, flexibly and use initiative.
- Very good organisational skills and strong time management to manage a varied and often demanding workload.

Duties :

- **Membership:** Keeping and updating records of members, maintaining the membership database and providing information and statistics on membership to SMA staff and board, managing membership registration process and changes of contact details, subscription requests, reminders and providing membership information for Cueline magazine.
- **Website:** Posting jobs, gigs, information etc. dealing with members' problems accessing website. Assisting with maintenance of website alongside other members of staff and liaising with our website maintenance company.
- **Social Media:** Preparation and scheduling of posts via sourcing and/or producing appropriate rights-free images and copy in order to promote SMA membership, training products and events. At request of ED and board, sharing third party content which will be of interest to our members and wider online community. Acknowledging and appropriately actioning requests and questions that come in via social media.
- **Monthly Freelist:** compiling member information from 'Blueforms', printing and emailing/posting the monthly Freelist.
- **Printing and mailing:** Freelist; Cueline and other membership mailings; publications; CDs; marketing mail-outs (training).



- Finance: Keeping records of subscriptions paid and issuing receipts, banking cheques, managing and recording petty cash, issuing membership invoices, monitoring subscriptions becoming due, chasing late payers and recovering memberships. Working with colleagues to reconcile financial records.
- Office management: maintaining and ordering office supplies within SMA budget; maintaining computer and manual records; filing; office equipment maintenance including liaising with our technical support; health and safety admin; updating office bible and maintaining handover documents.
- Meetings: Occasionally attending board meetings when required, sometimes out of normal office hours.
- Working with ED on SMA events, trade shows and visits, including marketing and running events as required. This sometimes is out of normal office hours and will occasionally require travel.
- Any other tasks reasonably required by SMA board or Executive Director.