



Royal College of Anaesthetists

Membership Engagement Project Coordinator

Directorate: Membership, Media and Development

Reports to: Head of Membership Engagement

Band: B

1.1 Job purpose

This role provides project support to the Head of Membership Engagement to ensure the smooth delivery of our ambitious Membership Engagement objectives set for the next couple of years.

This role works closely with the Head of Membership Engagement, Director of Membership, Media and Development, as well as other key stakeholder groups (e.g., Council, Board of Trustees, volunteer members etc.) to progress and deliver the College's membership engagement objectives and strategic aims.

1.2 Key tasks and responsibilities

Project Coordination

- Work with the Head of Membership Engagement to create the project work plans for the engagement objectives
- Coordinate the day-to-day / weekly / monthly activities to progress the engagement projects
- Lead on identifying the stakeholder groups required to partake in the membership engagement projects and coordinate the management of their involvement
- Provide administrative support to ensure the smooth running of the membership engagement projects and supporting activities i.e.:
 - Organise remote and/or in person meetings and book rooms / equipment as required
 - Prepare and disseminate resources, ahead of meetings and other activities
 - Ensure discussions are captured and decisions are recorded accurately and shared, where applicable in a timely manner
- Liaise with external suppliers to progress engagement activities

Relationships

- Build and maintain effective working relationships with key stakeholder groups
- Build and maintain effective working relationships with external stakeholders and suppliers
- Work collaboratively with colleagues to ensure information being presented to stakeholder groups is appropriate
- Clearly communicate project updates as and when required to various audiences i.e., Membership Media and Development (MMD) colleagues, the wider College, Boards etc.

Regulation and Information Governance

- Work in a fully compliant way with the Data Protection Act (2018), equality laws and financial statute
- Understand, keep up-to-date and adhere to BACS regulations

- Cooperate with the College's external auditors as required

This is not an exhaustive list, and you may be asked to do additional items within reason.

1.3 Qualifications, skills, knowledge and experience

- Proven experience of working in a similar function, such as membership, customer service role, marketing or within a professional membership organisation
- Experience of planning and coordinating multiple workstreams at once
- Experience of data handling, including sensitive data and processing financial payments
- Experience of using a CRM system
- Demonstrable knowledge of project planning tools and techniques
- Knowledge of membership engagement activities – survey development, working groups, developing / changing membership schemes and their offerings
- Excellent and demonstrable project management skills
- Excellent interpersonal and communication skills, both written and verbal
- Proven administrative skills with excellent attention to detail and the ability to work effectively under pressure
- Ability to tailor communication style to suit the audience
- Ability to work in an environment of change, growth, and innovation
- Ability to identify issues / problems and come up with proposed solutions
- Understanding of data protection laws
- Understanding of the principles of engagement and marketing

Signature:

Name:

Date: