

AUDE Administrative Officer

Job Description

Between 0.8 FTE and full time

We are...

AUDE promotes excellence in the strategic planning, management, operation, and development of Higher Education (HE) estates and facilities. AUDE offers membership to publicly funded UK higher education bodies whose primary remit is higher education teaching and/or research. We also provide membership to international universities, alternative providers of education and commercial business partners. AUDE is a not-for-profit organisation. Any funds generated through the activities of the Association are used to fulfil its objectives and mission.

We are looking for...

An Administrative Officer to join our small team and perform a crucial business support role. We are looking for candidates who can work anywhere between 0.8 fte and full-time.

The successful candidate will become an essential part of the AUDE team, providing administrative support to other team members. Working closely with colleagues, you'll need to work efficiently and with attention to detail, display excellent customer service skills, and relate well to members. You will provide the administrative support that underpins all activities of the association, including helping organise meetings and events, managing our member database, updating the website, and undertaking other support tasks as required. We encourage candidates who wish to grow in the role, and who will be willing to take on more responsibility as skills are demonstrated.

The post-holder reports to the AUDE Executive Director and has no line management responsibilities. This role can either be based in Loughborough or work flexibly or from home. Work will include occasional travel to Loughborough for team meetings and some overnight stays to support our larger events.

You need to be...

Someone with **first-class organisational skills**, who understands the important role databases play in modern organisations and has a great knowledge of **office IT software**.

Because you will need to...

- Display excellent organisational skills in leading on projects or partnering in others, prioritising tasks, and meeting deadlines.
- Help manage our member database and keep it accurate.
- Run reports on member data and be pro-active in using them to improve the service we provide.
- Work independently, organising and planning your own workload, yet knowing when to seek advice.
- Have a sound knowledge of, and be able to implement and maintain, efficient office systems and procedures.

Able to support your colleagues to **organise events and meetings** and **update website content**.

Because you will need to...

- Arrange meeting dates and venues and liaise with attendees and speakers.
- Create events on our website, take bookings and send out joining instructions to delegates.
- Attend online scheduled events and meetings and deal with enquiries, to ensure they run smoothly (as required)
- Apply for CPD on our events and upload certificates to the website.
- Prepare and co-ordinate meeting agendas and supporting documentation.
- Support staff with presentations, minute-taking, and actions that arise from meetings or events.
- Organise travel bookings and accommodation for staff and others.
- Make sure the websites hold accurate event and meeting information.

A friendly 'people person' who can use their **excellent communication and customer-service skills** to provide a great service to members.

Because you will need to...

- Use your first-class communication skills - both written and verbal – to assist members and to build effective relationships and networks.
- Write clear, concise, correct English requiring little editorial input.
- Provide information and guidance to members and enquirers by telephone and email.
- Monitor our info@aude email account and deal with any enquiries.
- Keep our database up to date by investigating any 'bounce back emails'.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Be able to work in a busy team environment, with different colleagues on different days.
- Sometimes work outside normal office hours when organising or attending conferences/events.
- Be positive, persuasive and diplomatic, with the assertiveness and tact to confront under-performance in project participants in a constructive manner.
- Undertake any other duties as directed by the Executive Director, and support colleagues across the AUDE as required.
- Commit to always observing the organisation's Equal Opportunities Policy

Above all you will need to be able to manage a busy workload, all team members will rely on you for support, and you will need to be able to prioritise and communicate openly about your workload and capacity.

You might also have...

- Experience of working in a membership organisation
- Knowledge of the UK higher education sector

We will offer...

- A **0.8 fte to full-time** post based either at our offices in Loughborough or working from home (flexible working taken into consideration).
- A competitive annual salary at **Grade 4 £22,681 - £26,444 pro rata** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday pro rata**, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.