

# AUDE Projects and Engagement 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...

A Projects and Engagement 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, supporting other team members and our portfolio of projects, focusing on how to create an outstanding member experience through engagement. Working closely with colleagues (particularly the Projects and Engagement Manager), you'll need to work efficiently and with attention to detail, display excellent project management skills, and relate well to members. You will support the Projects and Engagement Manager to ensure our projects are delivered on time and on budget. Most importantly you will keep our member experience at the forefront of all you do, focusing on the value of membership. You will take on management of our membership database, update and improve the website content and layout, and undertake other support tasks as required (training on website and database systems will be given). 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...

Able to support the association to **deliver projects, organise meetings and communicate effectively** with colleagues and member volunteers and external stakeholders.

Because you will need to...

- Support the Projects and Engagement Manager to deliver projects and run them in an efficient way.
- Use your experience of working to deadlines to ensure projects are delivered on time, within budget to agreed member needs, gaining an understanding of the member benefits that each project will produce.
- Arrange meeting dates and liaise with attendees.
- Keep project trackers updated.
- Take on discrete projects and be able to work independently.
- Always be looking to improve our activities and website, making suggestions and taking action.
- Support our Events Manager as and when required.
- Support the Communication Officer with marketing, social media activity and reporting.

Someone with **first-class organisational skills**, a great knowledge of **office IT software** to support staff with the **delivery of key projects**.

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.
- Be confident to work independently, using your initiative to organise and plan 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.
- Look to link the work of AUDE to other HE membership associations and stakeholder groups to avoid duplication and increase impact.

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.
- Be a problem solver, with attention to detail.

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, for example when 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 PHES organisations as required.
- Commit to always observing the organisation's Equal Opportunities Policy

You might also have...

- Experience of working in a membership organisation
- Knowledge of the UK higher education sector
- Experience of working in an estates/facilities field
- Experience using content management systems
- Been educated to degree level or equivalent

## 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 5 £25,138 - £31,396 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.