

## **Code - MIA Administrator 2010**

### **Person Specification**

#### **Knowledge, skills and abilities**

- An excellent knowledge, based on previous experience, of administration, IT and database systems (CRM), marketing and event support.
- Has the personality which establishes and maintains effective working relationships with colleagues in a small team environment, and with clients, members and suppliers.
- Relevant experience in preparing financial reports and procedures, credit control and SAGE software.
- Knowledge, and experience, of event management, and project-based business support organisations.
- A good knowledge of website maintenance and development.
- Excellent written, oral and telephone communication skills.
- A team player, able to multi-task and meet deadlines.
- IT literate to a high level. Familiar with Microsoft Office packages including Word, PowerPoint, Excel and databases particularly CRM based, websites and web applications including email, e-marketing, etc.

#### **Education**

- Preferably a graduate, or graduate level, in business, finance, administration or marketing.

#### **Relevant Experience**

- At least four years' experience in administration of a marketing or event organisation. Experience within a client or membership service-led organisation would be an advantage.

#### **Disposition**

- Keen to help businesses - outgoing and friendly.
- Intelligent, fast response, personally motivated.
- A professional manner, attitude and personal presentation.
- Able to remain calm under pressure and willing to work hard to meet deadlines.
- Able to adapt to change and respond to immediate challenges.
- Energetic, imaginative, resourceful – interested in business matters, in general.

#### **Other**

- Be a car owner and hold a valid driving license.

- Able to attend events and other off-site functions, within reason.
- Not a “clock watcher” - extra hours will be required on occasions.

## **Job Description**

### **Prime Roles**

- Organise, support and coordinate all administrative activities to facilitate the smooth running of the Association, including the CRM system, credit control, financial reports, website and membership information.
- Establish and maintain effective working relationships with colleagues in other functional areas, current and prospective members, affiliates, volunteers and suppliers.
- Assist in improving and implementing the general administration of the business.
- Attend regular progress meetings, circulate progress reports on activity against targets.
- Manage administration communications, responding to financial account queries.
- Ensure colleagues are informed of administration policy and procedures, especially in the use of the CRM system and its maintenance.
- Assist in basic financial tasks including use of SAGE.
- Assist in marketing, communication and PR activity.
- Remain current and well advised on Association policies and procedures.
- Assist in running MIA events, as required.
- Perform other job-related duties as and when required.

### **Specific Roles**

- Provide administration support to all functions of the organisation including finance, membership, HR, events and projects, marketing and sponsorship.
- Work within the team, to ensure the CRM and IT systems are maintained.
- Work within the team, to develop reliable procedures for data capture and input.
- Work closely with the Finance Manager to assist with financial administration including business grant administration and distribution.
- Work with Project Managers/Project Assistants to help them deliver timely completion of all events and projects, including booking venues, track and confirm registrations, send reminders, maintain attendance records for exhibitions.
- Work with Marketing to assist in website maintenance and development.
- Respond promptly to administrative enquiries from prospective and current members, executive officers, the general public and other industry bodies by phone, email or in writing - always following up with an agreed timeframe.
- Monitor and purchase an adequate supply of stationery, coordinate appropriate storage of stationery and equipment.
- Assist in the membership subscription renewals process.

- Create reports or listings as requested by other functional areas.
- Provide administrative support for events including, international visits and shows.
- Maintain a website calendar of key activities, events and meetings.
- Perform routine quality checks on the MIA CRM system.
- Perform daily and weekly IT system back-ups.
- Maintain links with the outsourced IT technical manager to maintain all IT functions.
- Contribute to creation of annual budgets for operation of administration.

### **Key Success Areas**

- Develop effective, efficient and well maintained administration policies and procedures, which deliver high standards of quality, performance and commitment.
- Maintain a high level of staff and member satisfaction with incoming and outgoing communications.
- Maintain the CRM system accurately.
- Manage the operations of the administration function within agreed budget.

### **Location**

You will be based at the offices of the MIA, Federation House, Stoneleigh Park, Warwickshire, CV8 2RF.

The MIA shares its offices with the Federation of Sports and Play Association at Stoneleigh Park, in a beautiful rural setting within an open field site, which also accommodates a number of other businesses. It is within ten minutes drive of Leamington Spa - parking is plentiful and free.