



Position:	Membership Administrator (Maternity Cover)
Location:	Lancaster Court, 8 Barnes Wallis Road, Fareham, Hampshire PO15 5TU
Hours:	09:00-17:00 Monday - Friday
Salary:	£25,000-£30,000 depending on experience
Annual Holiday:	28 days per annum including bank holidays (full-time)

Compleat are looking for a membership administrator who will provide effective and efficient administrative support to one key client as well as supporting the Compleat team with events as required. The ability to work to multiple and changing deadlines will be essential and to attend on-site events when required.

Compleat demands high standards of customer service and the accuracy and efficiency of the administrator will form an integral part of the service provided. The ideal candidate will have a keen eye for detail, enjoy working within agreed processes and procedures but possess initiative and a willingness to embrace new ideas.

Areas of responsibility:

Providing administrative and organisational support to the Clients Executive Committee and acting as a point of liaison between their various committees and working groups. Duties to include but not limited to;

- Board level minute taking, via Teams and the occasional face to face meeting
- Typing and distribution of agenda and minutes for committee meetings. Distribution of committee papers, articles and reports
- WordPress website management and maintenance
- Working closely with Client Committees to ensure effective marketing of the organisation
- Managing Client's extensive membership database, including enrolment, renewals and payments
- Administrative responsibility for the production and distribution of the monthly e-bulletin via Dotmailer
- Preparation and distribution of polls and survey data
- Ensuring quality housekeeping and efficient set-up in all admin associated areas of the company.

Essential Skills Required:

- Ability to take accurate minutes
- Able to travel to meetings and events, as required
- Excellent PC skills – including Word, Excel and Outlook
- Good working knowledge of WordPress and marketing software

The job holder will have:

- Accuracy and attention to detail
- Excellent planning, prioritisation and organisational skills
- Resourcefulness, initiative and adaptability
- Ability to maintain complete confidentiality at all times
- The ability to work to multiple and changing deadlines
- Confidence, self-motivation, common sense and a flexible approach to work
- A high level of commitment to getting the job done
- The ability to stay calm during periods of high activity and strict deadlines.