

**Administration Assistant**

**Part time, flexible working 16 hours per week and required to attend Annual Congress (6 days) & EECC event (4 days)**

**JOB DESCRIPTION & RESPONSIBILITIES**

**MEMBERSHIP**

* Take enquiries from potential new members and advise on the work/role of INSOL Europe including the benefits of membership.
* Review new member applications are completed correctly online, activate membership record, and ensure welcome email and invoice are sent.
* Send non-members who attended events/joint events an invite with a membership offering.
* Follow-up on any prospective members who have not completed a form.
* Deal with daily enquiries from member regarding joining, to problems accessing their record or paying their invoice.
* Keep membership database updated for any changes or cancellations.
* Raise any concerns or fault with the membership database (front end or admin area) with COO.
* Inform the COO & President on a monthly basis of the status of new member applications & any cancellations.
* Log membership payments
* Chase outstanding membership subscriptions & try and retain as many as possible.
* Work closely with accountants to provide membership payment reports.
* Send weekly membership stats to COO.
* Send INSOL International the list of paid members each month for them to invoice INSOL Europe.
* Ensure INSOL International's list of paid members is constantly up to date as this information is published in their directory. Cross check this list quarterly, informing INSOL Europe of anyone who doesn’t want to be in it.
* Send LexisNexis the list of any new members who want to have access to the case register & keep updated with any contact changes.
* Ensure membership information and prices are up to date on our website.
* Regularly update the membership directory on our website for members to access.
* Work closely with COO on membership renewals process. Manage & action the replies from all the 1,250 membership renewal emails – bounce back & contact/invoice changes.
* Produce bi-annual membership reports for Council work pack.
* Work with Membership Development Committee, Country Coordinators & Co-Chairs of working groups.

**AT EVENTS**

* Manage registration desk at events.
* Deal with ad hoc delegate queries at the event – for example badge alteration, adding a dietary requirement, booking onto a tour.
* Assist with positioning of onsite conference signage.
* Be on hand to ensure all VIP guests find their allocated table at the Welcome & Gala Dinner and be ready to fill any empty places.