

Job Description: December 2018

Specialist Societies Administrator (£28,108)

Background: The Association of Anaesthetists is a well-established membership organisation for Anaesthetists with over 10,000 members and over 30 permanent staff running its day-to-day operations. The Association's main aims are to advance and improve patient care and safety and to promote and support education and research in the field of anaesthesia. We also represent, protect, support and advance the interests of our members.

Within the speciality, there are a number of sub-specialities, for example paediatrics and difficult airways, which have their own membership societies. These are known to the Association as Specialist Societies. Some years ago, the Association identified that many of these societies relied on their executive officers to run their administrative function and that they were finding this increasingly difficult to manage with many other commitments and increasing time constraints.

In response, the Association created a Specialist Society Department which would offer administrative services to the Specialist Societies, enabling them to provide a professional service to their members. Today the department supports 14 individual societies of varying sizes, providing a professional service across all aspects of administration including events, committee management and management of the membership function.

The department requires an administrator, to work within a small team reporting to the Specialist Societies Manager. Each administrator has responsibility for his or her own group of societies. This is a great opportunity to use your first-rate administrative skills and initiative, to support a range of specialist medical societies with a varied and dynamic programme of activities.

Job Purpose: The post holders will be responsible for providing a comprehensive support service to individual Specialist Societies ensuring the efficient and effective delivery of their operations, within agreed budgets and in accordance with their service level agreements and achieving a high level of client satisfaction. The specialist society administrators will work as a team within the department.

Responsible to: Specialist Societies Manager

Responsible for: No staff responsibility

Key working relationships:

- **Internal:** Specialist Society Administrators (team members), other Association staff and Senior Management Team
- **External:** Council members of the various Specialist Societies, Members of the Specialist Societies and third-party suppliers



**Association
of Anaesthetists**

Key responsibilities: General description of duties per society

- To open the post, email and take telephone calls on behalf of the Executive Officers/Council and draft responses whenever required. To forward to the relevant council member important documents for action.
- To liaise with Executive Officers, Council members, staff and outside bodies, responding proactively to all enquiries as required and dealing with requests for information and assistance from all sources.
- To provide full personal assistant support to the President and Council members of each Specialist Society within area of responsibility.
- To take responsibility for the administration of the Specialist Society grants, honours and awards timetable and the free papers/poster competitions at all Specialist Society Meetings and Study Days.
- To provide administrative support in the production of Specialist Society publications.
- To take responsibility for the administration of the Executive Council elections.
- To assist the Honorary Secretary of the Specialist Society in the collation and editing of the society newsletters two/three times a year. This is will be distributed both electronically (pdf) and in hard-copy, black and white photocopy. To take responsibility for lay-out and desk-top publishing.
- To be present at the AGM and all other meetings/courses/conferences to troubleshoot problems, and liaise with members, registrants and faculty.
- To act as the Specialist Society Ambassador at relevant national and international meetings and staff the Specialist Society stand as well as arranging, sorting, delivering and collecting Specialist Society Promotional materials for the stand. This may involve overnight stays.
- To update the specialist society websites when required.
- Maintain a complete and up to date filing system and ensure documents are stored securely.
- To act as a central point of contact for queries from Committee members.
- To work on individual projects, reports, events and publications within the Society as directed by the Executive Officers and Senior Managers and to support other members of staff in the specialist societies departments.



Membership Administration:

- To process all membership applications and send out membership packs as required. Maintain the membership database; provide regular membership updates/reports; track receipt of membership payments; bank all payments; send out subscription reminders and invoices receive payments and handle all on-line credit card transactions.
- To proactively respond to all membership enquiries and ensure that they are dealt with in an efficient and timely manner.
- To update and maintain contact management database/s for all societies to ensure the integrity of the data. This includes updating member information, registering new members, recording member contact and maintaining subscription information.
- To assist with the monitoring and collecting subscriptions.
- To maintain accurate financial records of payments.
- To help co-ordinate large mail-outs on behalf of the Specialist Society as and when required.
- To liaise with Executive Officers and Council members of the various Specialist Societies, responding proactively to all enquiries as required and dealing with requests for information and assistance from all sources.
- To facilitate the collection of the Specialist Society annual subscriptions by Direct Debit.
- Maintain the Society Linkman database, process new linkman applications, and ensure this database is cross referenced with the main database

Committee Meeting Organisation/Administration:

- To maintain the committee meeting diary, ensuring that set deadlines are being adhered to.
- To ensure meeting rooms are booked and catering organised for the various Specialist Society Committee Meetings.
- To liaise with the Facilities Team to ensure all requirements have been met for the meetings and to ensure that double bookings are avoided.
- To support Specialist Societies committee meetings by preparing agendas and minute taking if required.



- To provide a transcript of minutes of society committee meetings when required in a timely manner.
- To be available on meeting days to meet Specialist Society Council Members and provide any information/updates they may require.

One day Meetings/Conferences:

- To deal with initial enquiries regarding Specialist Society conferences, to confirm bookings and to process cancellations, ensuring queries are resolved prior to the meetings.
- To ensure that all bookings are correctly processed via the Association's database. To keep accurate records of booking numbers and patterns and to report progress to the department when required.
- To produce and maintain accurate financial records of bookings taken for meetings and to issue invoices and receipts where necessary.
- To liaise with the finance department regarding registrations and to ensure resolution of financial queries.
- To organise and prepare all delegate materials for meetings and seminars. This will include ensuring inserts are available and ready for insertion in the delegate packs.

This job description is intended to reflect the main duties and responsibilities of the post and is not an exhaustive list of duties. The post holder may be required to undertake other duties which are commensurate with the role.

The job description may be subject to change, subject to the needs of the Association after discussion with the post holder.



Person Specification

Educated to at least A level standard (or equivalent professional qualification); degree might be an advantage.

Must be well organised with the ability to multi-task and prioritise effectively with strong time-management skills. An enthusiastic approach to work as well as the ability to work as part of a team.

Capable of remaining calm under pressure and working to deadlines.

Ability to work on own initiative and manage own workload, anticipating and proactively solving important issues. Quick to learn with particular attention to detail, quality and set deadlines.

First rate administrative skills, with a proven track record and experience in a busy, customer-focused environment.

Must possess good oral communication skills with an excellent telephone manner. Able to deal with people at all levels whilst maintaining a high standard of diplomacy and professionalism.

Excellent written communication skills, with experience of and skills in taking minutes.

Excellent database skills.

Excellent working knowledge of MS Office applications (Word, Excel, Publisher, Access, PowerPoint and Outlook) and effective use of the internet. The ability to use a website development/maintenance package would be an advantage.

Experience of flexible working with ability to vary work patterns and prioritise tasks to meet the changing needs of the business as and when required.

Able to maintain confidentiality at all times.

Able and willing to travel as and when required. This may include overnight stays.

