**ole Description**

**Job Title: Events, Training and Membership Administrator**

**Salary: £18,000 per annum (pro rata £15,428.57)**

**Hours: 30 Hours per week fixed term contract to 31 March 2020  
(Monday-Friday 9am-3pm)**

**Location: Glasgow**

**Reporting to: Access Training and Engagement Manager**

**About Disability Equality Scotland**

Disability Equality Scotland is a membership organisation for disabled people and disability groups/organisations. It’s our mission to make Scotland fully accessible.

We promote access in its widest sense, including access to our built and natural environment and access to the same and equal opportunities as enjoyed by others in our communities, promoting a life of dignity, respect, choice and independence. This extends beyond physical access to include access to information, access to inclusive communication and inclusion in decision-making, whether with planners over inclusive design or transport providers about accessible and safe travel.

**Job Description**

The Events, Training and Membership Administrator provides support to the Access Training and Engagement Manager and Operations Manager. This post will contribute to the direction and delivery of all events, training and membership service.

**Main Responsibilities**

* Organise and administrate support to the Access Panel Network
* Organise events across the organisation (Disability Roadshows, Transport Events, Training events)
* Manage and update the membership database and access panel database
* Be a team player and support colleagues across the organisation

**Role Duties**

**Organise and administrate support to the Access Panel Network**

* Dealing with day to day enquiries from members and Access Panel members
* Maintenance of Access Panel database
* Liaising with Access Panels by email, letter, telephone as required
* Organise events, consultations, conferences, training as required
* Work with Communications and Research Coordinator to update Access Panel website and Facebook page
* Coordinate the quarterly newsletter Access News – compilation and article writing
* Process applications from Access Panels for the Access Panel Grant and maintain the Grant Tracker
* Working with Access Training and Engagement Manager to develop new guidance, terms and conditions of Access Panel grant
* Issue reminders on evidence of spend submissions, advising as required
* Produce reports on spend breakdowns for Access Panels.

**Events and Training Administration**

* Organise events across the organisation, including sourcing accessible venues, booking interpreters, speakers, catering etc.
* Maintain register of attendees and work with the Communications and Research Coordinator to promote events via social media.
* Provide Access Training and Engagement Manager and Operations Manager of event progress with regular updates.
* The events include;
  + Disability Roadshows x 6 per year
  + Transport Events x 2 per year
  + Access Panel Training events - ongoing
  + Access Panel Conference – Annually
* Develop yearly events / training programme

**Membership**

* Manage membership mailings
* Processing membership applications
* Making up membership packs and sending these to new members
* Membership database management - Working with Communications and Research Coordinator to update and maintain contact details to ensure members details up to date
* Work with Communications and Research Coordinator in communicating to membership and access panels
* Membership recruitment
* Sourcing membership benefits to sustain membership and their contributions
* Record membership statistics
* Work with Communications and Research Coordinator to create quarterly board report on membership

**Office Support**

* Be a team player and support colleagues across the organisation
* Answer office telephone calls, answering queries and taking accurate messages
* Perform general clerical duties
* Develop documents, forms and newsletters as required
* Appraise the Access Training and Engagement Manager of diary commitments
* Undertake training as and when required
* Other duties as assigned by the Access Training and Engagement Manager

**Person specification**

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| --- | --- | --- |
| **Selection Criteria** | **Essential (E)**  **Desirable (D)** | **Where Evidenced**  **Application (A)**  **Interview (I)**  **Presentation (P)**  **References (R)** |
| **Qualifications** | | |
| Administrative qualification | **E** | **A, I, R** |
| **Experience** | | |
| High standard of PC literacy to include Microsoft Office packages including Word, Excel, PowerPoint and Outlook | **E** | **A, I, P, R** |
| Experience of equality initiatives: have an interest in / or understanding of disability | **D** | **A / I** |
| **Skills and Knowledge** | | |
| Professional verbal and written communication skills | **E** | **A / I** |
| Excellent social skills and able to develop good working relationships with stakeholders | **E** | **A / I** |
| The ability to organise information to produce professional reports | **D** | **A / I** |
| Ability to communicate complex subjects orally | **E** | **A / I** |
| Ability to utilise social media sites like Facebook and Twitter and basic knowledge of updating WordPress websites. Training will be provided | **E** | **A/I** |
| Knowledge and understanding of inclusive communication and delivering information in inclusive formats. | **D** | **A / I** |
| **Competencies and Personal Attributes** | | |
| Flexible approach to workload | **E** | **A / I** |
| Ability to work independently and as part of a team | **E** | **A / I** |
| Enthusiasm and commitment | **E** | **A / I** |
| Ability to prioritise own workload and work to specified deadlines under pressure | **E** | **A / I** |
| Pleasant telephone manner and knowledge of telephone protocol | **E** | **A/I** |
| **Business Requirements** | | |
| Flexible hours to accommodate very occasional evening and weekend work. Occasional travel across Scotland will be necessary | **D** | **I** |

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**Key Competency Areas**

1. **Commitment to the Organisation**

* Demonstrates the organisation’s values in being open and honest with stakeholders and others
* Maintains confidentiality in line with organisational policy
* Is committed to the organisation's standards
* Understands the business of the organisation including its vision and values
* Is punctual and reliable
* Acts professionally at all times
* Understands how own actions impact on the organisation
* Takes ownership for delivery of their own work

1. **Communicating and engaging**

* Is polite and approachable
* Listens effectively
* Asks the appropriate questions to clarify understanding
* Presents and passes on information promptly
* Presents a clear, concise and well thought through case using facts and figures
* Demonstrates the organisation's communication standards
* Takes pride in delivering high quality standards and seeks to expand own skills

1. **Embracing Change**

* Is open to new ideas and listens to other people's points of view
* Adjusts to peaks and troughs of workloads
* Always gives their best - is positive about change
* Covers for colleagues when needed

1. **Equalities and Diversity**

* Treats everyone with respect
* Open to new ideas and ways of working
* Demonstrates curiosity and seeks information
* Receptive to the positive contribution others can make
* Builds trust and communicates respect for others
* Considers impacts of own actions on others

1. **Team Working**

* Co-operates with others
* Asks colleagues for help when needed
* Puts in extra effort to share the load willingly
* Responds positively to requests for help from internal and external partners
* Is courteous, tactful and diplomatic
* Works with others to ensure projects and tasks are complete
* Answer telephone calls and deal with and transfer appropriately
* Be aware of colleague’s workload, offer support when required and necessary
* Attend regular staff meetings

1. **Working Efficiently and Effectively**

* Ensure own targets are completed
* Keeps people informed of progress on key tasks
* Refers to others when necessary
* Checks for accuracy to get things right
* Plans and prioritises to cater for peaks and troughs in workloads
* Looks for and suggests ways to improve current working practices
* Learns from mistakes
* Takes responsibility for achieving results
* Takes own initiative in prioritising workload

**Equal opportunities**

We are committed to being disability-smart and an employer of choice irrespective of race (which includes colour, nationality and ethnic or national origins), sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity. The ethical and business case of ensuring that our workforce is representative of wider society is at the heart of what we do. When we are recruiting, disabled candidates who meet all of the essential criteria will be guaranteed an interview.