



## JOB DESCRIPTION

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Job Title:	<b>Member Engagement Co-ordinator</b>
Accountable to:	Involvement Manager and Office Manager
Salary:	£25,000 p/a
Hours:	35 hours per week full time (flexible work pattern offered with core hours 10am-4pm)
Location:	Hybrid London based office/remote working

### **Job Objective:**

The key objective of this post is:

- To provide administrative and bookkeeping support to ensure seamless member engagement.

### **MAIN TASKS AND RESPONSIBILITIES**

- Assist the Policy, Involvement and Research Teams to:
  - Organise and co-ordinate member meetings, including agendas, papers and note taking
  - Administer expenses and payments
  - Update our CRM system (Salesforce)

### **Member systems management**

- Maintain and develop Revolving Doors Agency's CRM (Salesforce)
  - Support colleagues with engagement of Salesforce
  - Keep up to date and accurate records in line with current GDPR regulations
  - Manage member communications

### **Member experience management**

- Support the recruitment of new lived experience members
  - Induct members to the lived experience team
  - Process new member's information

- Seek references for lived experience members
- Work sensitively with members to guide & empower them through the service user involvement payment process
- Retention, engagement & development of current members
  - Build positive relationships with lived experience members
  - Audit of support contacts to ensure safeguarding
  - Share opportunities with relevant lived experience members
  - Be first point of contact for current lived experience members
- Coordinate member meetings online & in-person
  - Creating online meeting spaces, sharing joining information
  - Coordinating guest lists and attendance
  - Send invitations and reminder communications
  - For occasional in person meetings booking venues & transport and on-the-day admin

The postholder will also work to support the Office Manager with administrative tasks related to member involvement and team activities:

- Bi-weekly member payment process administration
- Expense coordination and month end reconciliation process
- Answering and directing incoming calls to the organisation's main telephone number
- Update accounting systems (Quickbooks)
- Miscellaneous admin including but not limited to, mail merges, spreadsheet management
- Ad hoc administration activities that arise in support of the wider team
- Updating website