



Membership Administrator – Part Time

Are you passionate about delivering great customer service and enjoy detail? If so, this could be the ideal opportunity for you.

Mosaic Events is a full service event management company that creates successful events; maximises sponsorship revenue and takes the hassle out of association management.

We provide full service association membership management, freeing clients from what is often a disproportionately high administrative and cost burden. Our bespoke service offers our client's members' a flexible and efficient service to renewing and maximising their membership experience.

To support the continued growth of Mosaic Events, we're looking for an experienced Administrator to deliver a seamless service to members on behalf of our clients. This role will also include a proportion of time supporting our Event Coordinators with administration for client events.

To succeed, you will need to demonstrate solid experience within an administration role and have a positive can-do attitude. Being able to deliver great customer service and a keen eye for detail are essential, as is the ability to work autonomously as well as part of the wider team.

This is a fantastic opportunity to work within a well-established and growing company who operates in a fun and hardworking industry.

Benefits

- Permanent Part Time Role – 9.00am -2.30pm (hours negotiable) – 5 days per week
- £18-20K – pro rota – depending on experience
- Occasional overtime available paid on hourly rate or lieu time will be offered
- A performance related pay scheme giving you an opportunity to achieve an incremental salary increase upon successful achievement of annually agreed objectives / KPI's
- Life insurance paid by Mosaic Events
- Join a fun team within a relaxed environment who are in an exciting and growing company

Core Responsibilities

- To own and manage the membership process for clients of Mosaic
- Deal with membership enquiries in a timely, efficient and client focused manner
- Manage memberships through internal systems
- Reconcile membership fees against renewal requests to ensure due membership fees are paid
- Provide management information and reports for both clients and Mosaic
- Create and send out e-newsletters to members
- Proactively drive contact and marketing activity which encourages new members to join, ex-members to re-join and encourages the retention of existing members
- Gather feedback from members and ex-members about their membership experience
- Undertake DBS checks for members
- Provide a high level of service to both members and clients
- Work with clients to understand additional requirements, feedback and other potential services they may benefit from
- Provide administration support to the wider Mosaic team to assist with collateral for events
- Where required, assist other members of the Mosaic team on-site at events to ensure as a business, client requirements are met



Personal Attributes

- Enthusiastic with a positive, can do attitude
- Professional
- Ability to work autonomously and as part of a wider team
- Demonstrates positive ownership for their work and a flexible approach

Essential Skills

- Demonstrates a high level of client and customer focus at all times
- Can deliver to deadlines and manage own workload
- Ability to produce management reports
- Able to deliver high quality work and has a good attention to detail
- Able to articulate themselves in a clear and professional manner, both written and verbally
- Good attention to detail
- Organised and efficient

Experience

Essential:

- Solid experience of working within an administration role which had a high level of autonomy
- Experience of delivering a high level of customer service

Desirable:

- Experience of working in an association / membership orientated role
- Previous event or membership administration experience

Knowledge

Essential:

- Working knowledge of outlook, word and excel to intermediate level

Desirable:

- Knowledge of membership management programmes or processes particularly Cvent

Other information

Desirable: Driving licence and own vehicle – our offices are based at Askham Bryan on the outskirts of York.

Interested? Please e-mail a copy of your CV along with a covering e-mail detailing how your skills and experience match the requirements of the role to sarah@mosaicevents.co.uk.

The deadline for applications is **Friday 22 March 2019**

If shortlisted, you will be required to attend an interview which will take place on **Tuesday 26 March 2019**.

If selected for interview, candidates will also be asked to complete some short assessments on the day relating to accuracy, written communication and use of excel. Ahead of the interview, you will be



asked to complete a short profile which will help us understand your strengths within a team environment.

If you have any questions in relation to this role, please feel free to contact me directly on the details below (**no agencies please**).

The successful candidate should be available to start work at the **latest Monday 29 April 2019**.

Sarah Byrne
Managing Director - Mosaic Events
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Tel – 01904 702165