# Membership Engagement & Events Administrator

**Location:** Home-based with travel

**Interviews:** Online, date TBC

**Hours & Salary:** Full time, £30,110 per annum (rinsing to £31,615 after 1st April 2024)

**Contract:** Permanent

**Deadline for applications:** 5pm on Monday 29th January 2024

## Applicant information

## About us

**Libraries Connected -** [**www.librariesconnected.org.uk**](http://www.librariesconnected.org.uk)

Libraries Connected is a charity and membership organisation with 20 years of experience supporting the 178 Heads of public library services in England, Wales, Northern Ireland, and the Crown Dependencies. Libraries Connected takes a leading role in the development of public libraries, through sharing best practices, advocating for continuous improvement on behalf of local people, and leading the debate on the future of the public library service.

***Our vision is an inclusive, modern, sustainable, and high-quality public library service at the heart of every community in the UK. We believe modern public libraries should be the cornerstone of the community and should deliver a diverse spectrum of local needs around information, learning, literacy, employment and digital skills, health, culture, and leisure.***

The role of Libraries Connected is to:

* **Represent** the public library sector nationally, regionally, and locally and to communicate the value of libraries to decision makers and to a limited extent to the general public.
* **Connect** partners to local libraries, by brokering national partnerships with a wide range of partners around the delivery of services and for the attraction of funds, by working together and making optimal use of resources.
* **Improve** the provision of local public library services by developing and disseminating standards of best practice, provide training and development for library staff, facilitating a network of library leaders across the UK.
* **Drive** innovation and new thinking around the important role of libraries in a modern society.

## **About the role**

**The Membership Engagement & Events Administrator will:**

**Help deliver our programme of events and activities and support the development of our Universal Library Offers and member networks**.   
This role will include supporting the annual seminar for Library Heads of Service as well as in person/virtual events and training for wider library workforce, the National Libraries Connected Awards, our online networks, and member engagement.

This role will also assist with the [Universal Library Offers](https://www.librariesconnected.org.uk/page/universal-library-offers) programme which aims to provide a focus for the work of public libraries, helping them to connect communities, improve wellbeing and promote equality through learning, literacy and cultural activity.

**Have responsibilities across the organisation including suporting finance processing.**Libraries Connected has established a Process and Administration Team (PAT) whose role is to ensure that the Libraries Connected staff receive efficient and cohesive administrative support, and that resilience is built into the administrative processes in terms of knowledge sharing, process documentation and consistency.

As a member of the Process and Administration team, this role will also have broader responsibilities across the organisation including suporting finance processing, development and maintenance of organisational systems, and the opportunities to work across a range of activities alongside the primary role.

**Help ensure that Libraries Connected members are supported and engaged.**

The role will be key to making leaders at all level of the library workforce to feel connected and supported as well as ensuring their varied and diverse voices are heard on a national and collective level.

**Main activities for the role** **will include:**

* Maintain contact lists and CRM databases.
* Respond to enquiries and requests.
* Maintain the online events schedule.
* Take minutes at meetings.
* Liaise with working groups.
* Schedule meetings.
* Manage event and room bookings.
* Manage ticket sales and invoicing.
* Liaise with sponsors, speakers, nominees, judges etc.
* Record and report financial data.
* Develop and maintain organisational systems.

## Membership Engagement & Events Administrator

## Job profile

**Job Title: Membership Engagement & Events Administrator**

**Location:** Home-based with frequent travel

**Hours and salary:** Full time, £30,110 per annum (rising to £31,615 after 1st April 2024)

**Contract:** Permanent

**Reports To:** Membership Engagement Manager

**Main purpose:**

* To support our work in engaging and supporting library leadership through events, activities, and forums.
* To provide administrative support to the Libraries Connected team.
* To support successful management of Libraries Connected finances.

**Main activities:** We are seeking a Membership Engagement & Events Administrator to support our work in engaging and supporting library leadership through events, activities, and forums.

**Your role**

* To provide administrative support to the Membership Engagement Manager and Universal Library Offers Project Managers.
* To work with the Process and Administration Team.
* To efficiently manage and organise paperwork and relevant data to provide clear audit trails and support reporting and evaluation of events, awards, and training.
* To minute key meetings.
* To carry out financial procedures in line with our policies, including raising invoices, processing expenses, and maintaining budget records.
* To organise schedules, venues, and catering.
* To field queries and comments and to provide timely updates on day-to-day matters via email and/or our online networks (currently hosted on Basecamp).
* To manage event bookings and delegate lists.

**Key relationships**

* Reports to the Membership Engagement Manager and works with them to provide high-quality offer to members.
* Works with the Programme Manager and Project Managers to progress the work of the Universal Library Offers programme.
* Works with the Process and Administration Team (PAT) to ensure financial processes are followed and provide support as needed.
* Supports the Libraries Connected Leadership Team
* Supports event planning and Universal Library Offer groups.
* Supports the network of member libraries and individual library staff.

## **Person specification**

**Experience**

* Supporting project or event delivery in a multi-faceted administrative role.
* Managing project or event documentation and setting up filing systems.
* Supporting finance processes, including raising invoices, processing expenses and debt collection.
* Organising meetings and events, including booking venues and catering.
* Providing secretariat support including minute-taking and action tracking.
* Diary management of both internal and external stakeholders.
* Collation and presentation of data for various audiences.
* Identifying administrative process improvements.

**Knowledge/qualifications**

*Essential:*

* Strong administrative skills
* Knowledge of project management processes
* Understanding of financial processes.

*Desirable:*

* An understanding of the public libraries sector or other area of public service delivery.
* Experience of using a CRM (Customer Relationship Management) system.

**Behaviours/competencies**

* Communicating and relationship building - Excellent verbal and written communication skills; able to build effective working relationships across a diverse group of stakeholders.
* Solutions focused – Takes a highly organised yet pragmatic approach to project management, always focused on solutions and problem solving.
* Planning and Organising – Self managing with the ability to manage multiple and very different strands of work, effectively prioritising activities, and time.
* Excellent organisational skills, with a keen attention to detail.
* Excellent communication skills and ability to field queries and issues.
* Able to pick up new systems and platforms with ease.

**Professional skills**

* Confident user of MS Office Tools, especially Word, Excel and PowerPoint.
* Confident use of project communication platforms, such as Basecamp.
* Confident user of finance management systems, such as Quickbooks.
* Confident user of data collection tools, such as Microsoft Forms and Survey Monkey.
* Confidently numerate, and ability to manage financial information including via spreadsheets and finance databases.

**Circumstances**

* This role will be home-based.
* Travel within the UK will be required.
* It is possible to negotiate flexible working across the week.

**How to apply**

* Please email your CV and a covering letter, setting out relevant experience and how you fit the person specification in this role description to [info@LibrariesConnected.org.uk](mailto:info@LibrariesConnected.org.uk) by **5pm on Monday 29th January 2024**.

**Working Hours:** Standard working hours are 37.5 per week, and a standard work pattern of 9 am to 5.30 pm with an hour for lunch. For this role, flexible working arrangements are possible if agreed in advance, with core hours of 10 am to 12 noon, and 2 pm to 4 pm.

**Holidays:** 25 days per year (for full time roles). Libraries Connected reserves the right to nominate up to four days between Christmas Day and New Year’s Day as designated holidays which employees are required to take from their holiday entitlement. Carry over of holiday from one holiday year to the next is only allowed in exceptional circumstances and if agreed well in advance.

**Pension:** Employees will be auto enrolled in an approved pension scheme that is managed under a Pension Master Trust arrangement. Libraries Connected will contribute 5% of qualifying earnings and match employee contributions of 5%.

**Sick Pay:** Arrangements for payment during periods of sickness absence are as follows:

* 0 – 6 months service: Statutory Sick Pay only
* 6 months to 2 years’ service: 4 weeks full pay
* 2 years to 5 years‘ service: 4 weeks full pay & 4 weeks half pay
* More than 5 years’ service: 8 weeks full pay & 8 weeks half pay.