BIOS BRITISH AND IRISH ORTHOPTIC SOCIETY

Job Description

Job Title: Business Support Administrator

Job Location: Office Based Birmingham-with flexible working from home

Responsible To: BIOS Vice Chair

Job purpose

To manage and develop all aspects of British and Irish Orthoptic Society (BIOS) membership systems and processes, including providing advice and support to BIOS members on their membership and payments. The role also has specific responsibility for events coordination. The role contributes to the delivery of the BIOS strategic and business plan objectives by providing proactive, high quality administrative and governance support to BIOS.

Job context

BIOS was founded in 1937, is the professional Association for Orthoptists in Great Britain, Northern Ireland & Republic of Ireland.

BIOS carries a broad portfolio of work. This role, works with other BIOS staff to provide membership, communications, website updates and events support to BIOS.

Key areas of responsibility

- To provide administrative support including dealing with correspondence, managing appointments and diaries, arranging travel and accommodation, screening and handling calls and emails and arranging meetings.

- To provide administrative support to meetings across the organisation, including the co-ordination of agenda items, the preparation, collation and distribution of the agenda and any other relevant documentation in addition to minute taking and the typing and distribution of minutes to appropriate people.

- To ensure, under the direction from the relevant officer, that resulting actions from meetings are delivered by relevant Board or working group members, and undertake identified actions as required.

- Provide support to the designated business manager including creating member communications, arranging events and updating the website.

- To provide administrative support for the Trade Union, BOSTU: dealing with queries,

arranging meetings, and keeping up to date with representative's expiry and re-elections.

- To distribute consultations and reminders, collate responses to consultations, ensuring deadlines are met.

- To help produce presentations, reports and responses to government bodies and edit and revise briefing papers and as required.

- To be an effective member of the BIOS Team and contributing to developments as they arise..

- To keep abreast of the internal and external developments of the Society to ensure that these are reflected within the work of the teams.

- To be a key point of contact for queries from members or external contacts about member activities, redirect enquiries, provide information and respond to complaints as appropriate.

- Process membership applications, ensure financial queries are responded to or passed to appropriate people, deliver advice and support to members on information available to them on web or other platforms.

- To work to agreed KPIs and to assist with the collection of data to monitor contracts as required.

- To lead or contribute to on BIOS office projects in support of the strategic or business plan.

- To undertake any other duties as may from time to time be required.

- To comply with all relevant BIOS policies and procedures.

Role Dimensions

Financial and resources: Not applicable

People management and leadership: Build and maintain excellent working relationships with other staff members and external contacts

Impact on reputational risk: Have strong customer service when communicating with external partners, contractors or society members.

Person Specification

Category	Essential	Desirable
Skills	• Ability to communicate with staff of all levels, members, external agencies the public and suppliers • Ability to communicate clearly and concisely in writing, on the telephone and face to face • Ability to work under pressure to meet defined deadlines • Ability to prepare formal minutes notes and agendas • Ability to demonstrate an organised and methodical approach	• Minute Taking • Ability to prioritise workload and multi-task

	• Ability to be flexible and demonstrate initiative and innovation • Ability to demonstrate tact and diplomacy • Ability to maintain confidentiality • English Language and grammar proven skills	
Experience	• Experience working in an administrative/business environment/professional body • Experience in a customer focused environment • Experience with activities requiring attention to detail • Experience of working with finances (e.g., recording, monitoring, invoicing) • Experience of preparing accurate draft documents based on various sources of information • Experience in an environment of varying workload • Experience of conference and event organisation, both virtually and in person • Experience of using virtual meeting platforms e.g., Zoom, Microsoft Teams	• Experience in maintaining basic budgetary systems • Experience of content management system (CMS) for website • Experience of CRM systems • Experience of financial management systems e.g., Sage
Knowledge	• Knowledge of Microsoft Office (Word, Excel, Outlook etc) • NVQ 3 Business Administration or equivalent experience • Good standard of English Language, grammar and maths, to at least GCSE level or equivalent • Excellent customer service standards	• An awareness of the professional issues faced by healthcare professionals • Educated to degree level • Experience working within a professional body

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the British and Irish Orthoptic Society to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected