**Job Title: Membership and Business Administrator**

**Salary: £18k- £20k pro rata (dependant on experience)**

**Responsible to: Director**

**Hours: 21 Hour Working Week**

**(Working pattern to be agreed between GSEN and successful candidate.)**

**Contract: Fixed Term to Sept 2019**

**(Subject to continued funding application)**

**Context**

Glasgow Social Enterprise Network (GSEN) is a members led organisation providing a range of support and development opportunities to social enterprises in Glasgow which include the promotion of members through newsletters, social media and print; peer support through regular networking meeting, training and events; and representation on a number of committees including the newly formed Glasgow Partnership for Economic Growth. GSEN have recently coproduced with Glasgow City Council a local social enterprise strategy and is a partner in the Glasgow Third Sector Interface. You can find out more about GSEN at [www.gsen.org.uk](http://www.gsen.org.uk).

After an exciting period of development in 2017/18, GSEN are currently entering into a new phase of expansion with an exciting opportunity for someone to lead on the membership and business administration needs of GSEN.

This role is a part time post with the opportunity for discussion to agree a working pattern that is viable to both the successful candidate and GSEN. The successful candidate to the post will be line managed by the Director of GSEN.

This role will look to support the Director with their responsibilities including membership support, communications and data management. This role will look to expand the membership, engage with members to fully understand their needs to influence GSEN activity; to provide administrative support to GSEN activity, ensure members are better informed through a range of diverse communication strands and support GSEN in achieving it’s strategic aims and objectives.

You will be required to manage your own workload and liaise with and support the Director, management committee members, colleagues and other stakeholders as necessary to complete all tasks whilst working in a way that creates a positive and respectful environment for everyone. You must be able to maintain professional standards of confidentiality and discretion in all areas of work and communicate effectively and professionally with all staff, volunteers, members, partners and stakeholders.

**Main Responsibilities:**

* To provide general administrative support including developing and maintaining online and paper based filing systems, minute taking, arranging meetings/membership events
* To review, develop, implement, monitor and maintain systems and processes for all areas of Membership and Business Administration. This includes:
  + The membership database and management of annual membership renewals
  + Communication and social media channels to promote the work of GSEN and its membership
  + The GSEN website ensuring it is up to date with relevant information including the online directories and news pages
  + Monthly enewsletters for all stakeholders
* To undertake online surveys, consultations and data collection to gather information for strategic and operational planning; and presenting reports to stakeholders
* To contribute to the strategic and operational direction of GSEN including supporting colleagues to monitor and evaluate the impact of work carried out in relation to GSEN’s aims and objectives
* To participate in Support and Supervision sessions to ensure personal and professional development is ongoing
* To ensure activity is undertaken effectively and work closely with the Director to review tasks and develop the role to progress the objectives of the GSEN.

**Person Specification**

The post of Membership and Business Administrator is a new post but one that has been identified as being a fundamental and key position within GSEN. The successful candidate is required to be skilled and experienced in the following areas:

**Essential:**

* At least 2 years’ experience in a business or administrative role
* At least 1 years’ experience of developing and maintaining social media platforms/ communications stream or relevant qualification
* Strong interpersonal skills, including the ability to build trust and relationships across a range of stakeholders
* Excellent verbal and written communication skills.
* High competency levels in utilising a range of IT programmes including Microsoft Office package
* A motivated self-starter, organised and confident in progressing detailed and complicated work
* Ability to problem solve and work to tight deadlines.
* Flexible with the ability to work independently and in a small dynamic organisation

**Desirable:**

* Good understanding of social enterprise and third sector
* Experience of website management
* Experience of developing new systems from concept to practice
* Experience of event management