

We are housing Scotland



Member Solutions Co-Ordinator

Salary: Band E - £27,008
Responsible to: Member Solutions Manager
Type of Position: Full Time
Annual Leave: 29 Days & 10 Public Holidays (Pro rata for part-time posts)

Job Profile

The post of Member Solutions Co-Ordinator will support SFHA to provide excellent services to our members, by providing administrative and business coordination to our Member Solutions, Funding and Innovation and Future Thinking (IFT) work.

You will be a key part of a small team that plays a vital role at SFHA in ensuring we provide brilliant services to members, in securing and delivering funding, and in developing new ideas and solutions for the future.

Main Duties & Responsibilities

Support and Coordination

- Support the Member Solutions Manager by providing support to co-ordinate the work of the team
- Establish processes and systems to keep colleagues up to date with the Member Solutions work, identify opportunities for improvement and new ideas, and support delivery of objectives on time and to a high standard
- Arrange internal team meetings and prepare agenda and action notes for meetings, distribute and track progress against agreed actions
- Liaise with and provide guidance and assistance to staff and externally to members, partners and suppliers
- Support, coordinate and administer projects and workstreams

Communication

- Maintain relevant mailing lists, including keeping them up to date and developing a segmented approach to support tailored communications
- Identify opportunities to grow the communities involved in our work and take forward agreed approaches
- Coordinate and execute mailings with Communication and Design Co-Ordinators
- Monitor and report on statistics following communications
- Draft articles, blogs, and other materials for input to Housing Scotland Weekly and other publications

Social Media/Innovation Hub

- Develop and manage the Member Solutions social media platforms ensuring text, pictures and documentation is relevant, engaging, up to date and accurate
- Curate the Innovation Hub on SFHA's website including identifying and uploading new content each week, and liaising with communications lead to arrange promotion of the Hub to members
- Track user interactions with the Hub and suggest and implement new approaches to increasing member engagement
- Draft articles, blogs and other materials for input to the Innovation Hub

Events, workshops

- Arrange in person and virtual meetings and workshops, including co-ordinating internal and external diaries, arranging venue and catering, and proactively arranging collation and distribution of information in advance and after the events
- Support the Events team in developing and delivering a calendar of conferences and events through the collation and production of content under the guidance of the Member Solutions Manager
- Take notes as required, write up, and distribute accordingly
- Establish and implement a process for recording and tracking progress with agreed actions

General Duties

- Demonstrate and facilitate a positive high-performance atmosphere
- Contribute towards effective knowledge management within the SFHA
- Ensure compliance with and implementation of the SFHA's policies including those relating to health and safety, emergency procedures, equal opportunities, code of conduct and disciplinary procedures
- Offer innovative ways of achieving the business objectives of the SFHA
- Undertake any other duties considered reasonable within the scope and purpose of the post as may be instructed by the line manager
- Promote and police the corporate brand in all the SFHA communication channels
- Provide General Reception Duties as required
- Provide Business Support at events as required

Personal Specification

Experience & Qualifications:

- Standard Grade English (or equivalent)
- Standard Grade Maths (or equivalent)
- Qualification in Business Administration or able to demonstrate relevant experience
- Minimum 12 months relevant experience

Technical Knowledge and Practical Experience of the role:

- Good written and verbal communication skills
- Good command of English language including spelling and grammar
- Expert in the use of all MS Office packages
- Expert in the application of administrative and clerical procedures and systems such as typing, managing files and records and other office procedures as required
- Competent in the use of Customer Relationship Management Systems
- Demonstrate an understanding of Health and Safety responsibilities within the SFHA
- Ability to manage relationships with external suppliers
- Ability to manage financial procedures such as processing expense claims and invoices
- Knowledge of the housing sector desirable