

JOB DESCRIPTION

Job Title	Administration Officer (Events, Grants and Membership (6 Month FTC)
Job Type	Full time
Reports to	Events Managers and Membership & Operations Manager
Location	Remote with expectations of travel for meetings (UK based)
Salary	£25,000 per annum

About the Society

The Society for Experimental Biology (SEB) is an international membership organisation for those studying, practicing or with an interest in all areas of Experimental Biology. It aims to promote, demonstrate the impact and increase the influence of Experimental Biology and to foster cross disciplinary connections within the scientific community. The Society encompasses three scientific sections covering Animal, Plant and Cell biology and has a programme of outreach, education, career building and diversity activities. The Society holds an annual conference and other events serving the needs of the above subjects and publishes 5 scientific journals.

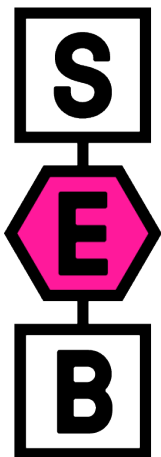
About the Position

We are seeking an Administration Officer to help provide effective and efficient support to the Events Team which would include attendance at the SEB Annual Conference 2024 in Prague. The role will also provide day-to-day grant and membership related support.

Key responsibilities include but not are limited to the below:

General administrative support for events team:

- Management of the COB, SEB Travel, and Small Conferences grants.
- Support with the events inbox for prompt inquiry resolution.
- Support with registration queries, assisting with ticket bookings and processing refunds.
- Pre-event reconciliation and chasing of any outstanding event registration payments.
- Regular website updates with session organiser details, imagery, and biographies.
- Ad-hoc web page building including improving Prague information and hotel options.
- Assistance in creating invoices, generating invitation and Visa letters.
- Leading efforts to build relationships and attract new sponsors from the master sponsorship spreadsheet.
- Active involvement in compiling materials for the program book with organised file management.
- Coordination and communication with volunteers to assign roles, prepare material and process applications.



- Application management of Young Scientists Awards (YSAS) and Irene Manton awards.
- Online sourcing and collation of data on possible future conference venues and locations.

Project work for Membership team:

- Assisting on compiling data for SEB membership schemes.
- General website updates on membership pages.
- Creating reports upon request of the Membership and Operations Manager.

Skills/Experience

- Experience of customer care within a membership organisation
- Ability to work within a team environment as well as being self-motivated.
- Good administration skills, with working knowledge of Microsoft Office Applications and experience of using database systems.
- Excellent communication skills, both written and oral, with the ability to build effective relationships with key individuals and stakeholders at all levels.
- Ability to co-ordinate conflicting priorities, work accurately and to tight deadlines, acting professionally throughout.

PERSONAL QUALITY REQUIREMENTS:

Delivering - Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.

Judgment - Makes sound decisions; bases decisions on fact rather than emotion; analyses problems skilfully; uses logic to reach solutions. Able to exercise discretion and judgment with confidential information, a high degree of trust is required in this role.

Customer Service - Listens and responds effectively to member questions; resolves members problems to their satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations.

Cooperation/Teamwork - Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.

Support of Diversity - Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for the multicultural workforce; applies the Society's philosophy of equal employment opportunity; shows sensitivity to individual differences; treats others fairly without regard to race, sex, colour, religion, or sexual orientation; recognizes differences as opportunities to



learn and gain by working together; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.

Quantity and Quality of Work - Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work. Does not get bogged down in unnecessary detail; able to manage multiple projects; able to determine project urgency in a meaningful and practical way.

Communication - Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions

Attention to Detail - Follows detailed procedures and ensures accuracy in documentation and data; carefully monitors data or processes; concentrates on routine work details; organizes and maintains a system of records.

Responsiveness - Responds to requests for service in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritizes customer needs; follows up to evaluate customer satisfaction