

Senior Membership, Foundation and CPD Officer

PERSON SPECIFICATION	Essential/ Desirable
Qualifications <ul style="list-style-type: none"> • Good standard of education evidenced by GCSE's or equivalent • Level 3 in Customer Service/Business Administration • Relevant professional development related qualification 	<p>E</p> <p>D</p> <p>D</p>
Knowledge and Experience <ul style="list-style-type: none"> • Accurate data management skills including entry, validation and reporting • Knowledge of CPD (Continuing Professional Development) programme management • Knowledge of working in education, training or professional membership environments • Experience of event planning, administration and delivery • Experience of managing databases and reporting • Experience in marketing, selling and promoting events 	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p>
Skills <ul style="list-style-type: none"> • Excellent IT skills, competent in Microsoft Office • High standards of accuracy and attention to detail • Excellent verbal and written communication skills • Strong interpersonal skills • Organisational and time management skills with the ability to manage and prioritise workload • Effective problem solving and decision-making skills • Ability to work effectively across teams • Ability to collate, analyse and report participant feedback 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Personal Attributes <ul style="list-style-type: none"> • Ability to use own initiative and know when to seek guidance • Treats people fairly and respectfully • Acts with professional integrity at all times • Committed to high standards of quality and continuous improvement • Ability to work effectively under pressure and meet deadlines • Able to develop and maintain strong, professional working relationships • Flexible approach to work and tasks 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Additional <ul style="list-style-type: none"> • Flexibility in working hours if necessary • Capability to work from home if required 	<p>E</p> <p>E</p>