

POSITION DESCRIPTION

Marketing and Membership Services Administrator

Office Location:	Australia House, Strand, Central London
Salary:	£18,000 p/a
Role Type:	Part-Time (Equivalent to 3 Days per week)
Requirements:	Candidates must be eligible to live and work in the United Kingdom

Australia-United Kingdom Chamber of Commerce

The Australia-United Kingdom Chamber of Commerce is the independent UK-based membership organisation connecting the business community and professionals with interests in both Australia and the UK. With a diverse membership and network as well as trusted partnerships across the Australian and British Governments, we are the platform for industry to access and influence Australian-UK business intelligence, policy development, audiences and bilateral trade opportunities. See more at www.australiachamber.co.uk

Context of Role

The Australia-UK Chamber of Commerce is looking for a highly organised self-starter to provide support to our team across a range of areas including membership, marketing and administration. The successful candidate will have strong communication and relationship management skills, able to build positive relations with a variety of businesses and professionals. They will be a versatile team-player with a high attention to detail and able to work across range of IT platforms including ExCel, Xero, CRM systems, Mailchimp, Wordpress and social media channels including Twitter and LinkedIn. The successful candidate will have a positive attitude, happy to take on a variety of tasks and challenges. The role is equivalent to 3-days per week with the ability to work flexibly (hours and location) in agreement with the Chamber CEO.

Key Responsibilities

Marketing Support:

- Regular updating of the Chamber website to ensure it remains current and engaging.
- Coordination of monthly bulletins and regular posting on social media channels including Twitter and LinkedIn.

- Liaising with Members and Partners alongside our Member Engagement Manager to ensure strong content for media channels.
- Working with our Events Coordinator to craft compelling events copy and communications.
- Developing Chamber collateral and ensuring brand consistency across Chamber communications.
- Ensuring ongoing data compliance in accordance with GDPR and existing Chamber data security policies.

Membership Services

- Supporting the CEO and Member Engagement Manager with ongoing Member care particularly of our Individual, Start-Up and SME Members.
- Monitoring the Chamber's Enquiries Inbox and assisting the Member Engagement Manager with membership enquiries.
- Helping to manage the membership renewal cycle and input membership information in our CRM system.
- Supporting the Member Engagement Manager on Member services including making introductions across the network, sharing Member content across Chamber channels and showcasing Member capability in the Chamber's events programme.
- Measuring and collating Chamber membership data.

General Office and Events Support

- Undertake business and other research as required to support Chamber events and services.
- Assist with general office administration including taking calls, dealing with enquiries, invoicing and providing additional administrative support to the team as needed.
- Attend Chamber events and provide team support as needed.

Traits & Skills required

- Extremely strong attention to detail and organisational abilities
- Excellent time-management skills
- Strong written and verbal skills including precise grammar and spelling
- Competency and confidence with a range of platforms, including Mailchimp and Highrise or similar CRM system
- Comfortable working across Word, Excel and Powerpoint to create polished content, lists and briefings
- Experience in online content management including Wordpress, Twitter and LinkedIn
- Committed, enthusiastic and well-presented
- A self-starter comfortable working within and across a small team
- Versatile and willing to take on a variety of tasks and challenges
- Demonstrated interest/experience in and understanding of Australia desirable

Benefits

- Contribute to a growing organisation focused on key issues at a significant time in relation to international business and trade opportunities between the UK and Australia.

- Friendly working environment, currently working virtually and typically based at the Australia Centre in central London with a dynamic and close-knit team.
- Support team delivery of high-profile events and projects with business and government leaders from both Australia and the UK.
- Develop a strong professional network including contacts across the Australian High Commission, Australian State Governments, multinational companies and high-growth international businesses.
- Flexible working arrangements and hours equivalent to 3 days per week, in agreement with the Chamber's CEO.

Application process

To apply for the role please send your CV and cover letter to hello@australiachamber.co.uk by 6PM Friday 15th January 2021. We will accept applications up until the closing date however we encourage you to apply as early as possible.

All applications must include a cover letter addressing the above Key Responsibilities and Traits & Skills Required. Any applications which do not include this will not be considered.

Applicants must be eligible to live and work in the UK- please provide details of this in your cover letter or CV.

For more information please contact the Australia – United Kingdom Chamber of Commerce at 020 7099 8444, or email hello@australiachamber.co.uk