

JOB DESCRIPTION

Title of Post: PA & Client Support Services Executive, Full Time/Permanent
Hours: 37.5 hours per week, Monday – Friday 9.00am to 5.00pm
Location: Fitwise Office, Bathgate
Responsible to: Head of Client Support Services
Date Issued: June 2019

Job Purpose:

PA services to client with administration support in the form of database management and secretarial services.

Principle Accountabilities / Objectives:

Responsible for communicating with Members, Council & Committee, managing client/s membership database, as well as providing secretarial support.

Main Duties and Responsibilities:

PA / Administration Support

- Attend client committee meetings to take minutes and prepare draft minutes for sign off as and when required
- Prepare draft agenda for Council meetings as required
- Responding to or delegating enquiries from the public received by email or phone.
- Ensure accurate record keeping and maintaining the filing systems.
- Collate and prepare Council and other committee expenses for payment.
- Co-ordinate, implement and ensure all Standard Operating Procedures (SOP) are reviewed in line with the ISO9001 accreditation standard
- Update and amend information, files etc on client website when required
- Liaise with website administrator regarding any issues with website
- Updating official governing body records e.g companies house

Membership Database

- Responsible for accurately processing new memberships, renewals & terminations on a daily basis.
- Notify society council of membership figures on a monthly basis.
- Responding to membership email enquiries on a daily basis.
- Responsible for ensuring the accurate recording of all membership payments including direct debits.

Other Duties

- Issuing membership mailing lists to approved external contacts when required
- Provide administration support for other areas of the clients business as required
- To undertake other duties as required by Fitwise Management Ltd

Skills / Knowledge and Qualifications:

Required:

- Previous experience in PA duties including minute taking
- Ideally qualified to Higher Grade or equivalent level in appropriate subjects
- Previous administrative and secretarial experience in a professional office environment
- IT proficient (Outlook, Word, Excel and PowerPoint)
- Good interpersonal skills
- Enthusiastic and positive outlook
- Adopts a methodical and systematic approach to work and time management
- Strong written, verbal and telephone communication skills
- Strong innovative and pro-active thinking
- Works well within a team and is self-motivated
- Has an attention to detail and accuracy
- Ability to work well under pressure and to tight deadlines
- Is persistent and tenacious, demonstrating an ability to solve problems creatively

Desirable:

- Database management skills
- Experience of mass mailing tools
- Is able to make reasoned judgement with numerical data
- Previous experience of working with associations/societies

Working Environment:

The post holder will be office based at Fitwise Office in Bathgate and may be required to attend a number of events (conference and Council meetings for the society) each year which may include international as well as UK destinations. The post may require occasional work outside normal working hours including evenings and at weekends and some visits offsite to meet clients.

This job description is not meant to be definitive and may be amended from time to time to meet the challenging needs of Fitwise Management Ltd.