

JOB DESCRIPTION

Job Title: Project Officer/Member & Market Liaison
Grade competency: Administrator
Hours (F/T, P/T): Full-time
Location: Warwick House, London Victoria, SW1
Line Manager: Shelagh Grant, Chief Executive of the Housing Forum
Staff Responsibility: N/A
Updated: 08/10/2008

ROLE OBJECTIVE

To provide support to The Housing Forum team and assist in the delivery of the annual workplan. This will include working with the team on projects/services to The Housing Forum Board, its members, stakeholders and customers, and to the housing construction sector as a whole.

RESPONSIBILITIES

1. Membership Liaison

- Liaison with existing Housing Forum members
- Co-ordination of intelligence on existing and potential member and housing market contacts by region and industrial sector
- Support overall recruitment of new members in line with targets
- On-going awareness of member organisations, their Chief Executive, senior staff and their geographic areas of operation, and the wider housing and regeneration sector

2. Marketing and Publications

- Preparation and project management, using desktop publishing tools, of regular publications and publicity for The Housing Forum, including:
 - annual report
 - post-event reports/write-ups
 - monthly newsletters
 - publicity materials for events
 - membership benefits brochure
 - news and event updates on www.thehousingforum.org.uk
- Maintenance and updating of photo library

3. Database Management

- Manage and develop an up-to-date contacts database

4. Administration Support

- Providing project administrative support to Working Groups and Task Groups, including organization of delegates and contributors, setting agendas, organizing meeting rooms, minutes and outcomes
- Supporting the Events Coordinator/Project Administrator in the preparation of events and attend as required
- Providing support in data collection, data management of surveys, analysis or documentation if required for any projects undertaken by The Housing Forum

To accept any other duties required outside this description that does not jeopardise your main role in anyway and fits within the scope of your knowledge / capability and the Organisations Business Plan.

KNOWLEDGE AND PERSON SPECIFICATION (Skills / Knowledge / Qualifications / Personality Traits)

- Administrator level competences (see next section)
 - Desirable: typing speed 55 wpm/accuracy
 - IT Skills - Essential
 - MS Word – Intermediate to Advanced
 - Excel – Intermediate to Advanced
 - MS Power Point – Basic and Outlook – Intermediate to Advanced
 - Data entry skill: Intermediate to Advanced
 - IT Skills – Desirable
 - Adobe InDesign
 - Adobe Photoshop
 - Adobe Acrobat Standard
 - Basic HTML/experience using website content management systems
 - Bulk email mailshots
 - Effective Time Management
 - Minute taking
 - General Correspondence
 - Highly organized
- Excellent customer service
- Confident, clear telephone manner
- Courteous and prompt
- Ability to work with people from various organisations and departments.
- Confident in dealing with high level people
- Thorough with attention to detail
- Ability to work under pressure and meet deadline
- Discipline
- Ability to think ahead
- Flexible Team Player
- Able to work under own initiative
- Mature
- Positive attitude
- Self-motivated
- Driven
- Willing to commit to Constructing Excellence’s internal values – Fulfilment, Inspiration, Team working, Communication, Ownership and Honesty

ADMINISTRATOR LEVEL COMPETENCES

Administrative Support / Coordination
Diary management
Travel arrangements /bookings
Sourcing location details for meetings
Correspondence mgmt
Departmental stock control / supply mgmt
Publication management and distribution
File management both IT and Paper
Information Technology
Database management
Search co-ordination
Knowledge of MS office suite (intermediate to advanced level)
Typing speed (55 wpm+) / accuracy.
Meeting Support
Creating agendas
Taking and typing of minutes
Following up key action points.
Written and Verbal Communication
Proof reading documents
Accuracy of worded documents / emails.
Clear concise telephone manner.
Cover
Ability to deputise the grade above if required