

Job Description

Post: GIN Membership & Office Manager

GIN (the Guidelines International Network) is a Scottish Charity, founded in 2002 to lead, strengthen and support collaboration within the guideline development, adaptation and implementation community. Our vision is simple “Trustworthy and accessible guidance for better health”.

As a membership organisation, we have members all around the world – our role is to provide a network and partnerships for them and support them in reducing duplication of effort in guideline development. We have several Working Groups and Regional Communities, which work together to produce toolkits and publications among other products. For more detailed information, visit www.g-i-n.net

Overview of GIN Secretariat: The secretariat is a small team, which provides the management, co-ordination and administrative support to deliver the GIN strategy, as well as service to our members. All core team members support the Board and committee meetings from planning through to providing draft minutes to the chair. The secretariat team members are all home-based. GIN has recently implemented a membership management system and the team is currently working on another key project to deliver a new website early in 2021.

Job Purpose: Working within the GIN Secretariat, this role will directly support the Chief Executive Officer, as well as coordinating and supporting the committees as required, implementing systems and procedures, and managing administrative projects. The postholder has key responsibility for producing accurate board and committee meeting minutes, managing the membership and financial administration as well as providing support in the planning of the annual conference and managing the annual award process.

Description of core responsibilities:

- Supporting the CEO
 - Diary management
 - Assisting with the development and maintenance of project plans related to the management of projects
 - Collating data and drafting reports and presentations
 - Travel research, when required

- Office management for the virtual office
 - Responsible for administration of the Office 365 account; setting up emails, shared inboxes, support for staff, setting up template documents
 - Responsible for management and continuous improvement of shared filing system and internal processes including archiving policy
 - Ensuring GDPR/data protection compliance
 - Recording and processing invoices received, ensuring that the official approval process is followed

- Board and committee meetings
 - Arranging international committee and board meetings via various online platforms

- Co-ordination of all committee work; allocating work to the Admin & Communication Assistant as required
- Working with committee chairs to support with preparation of agendas, minutes and drafting other papers required for meetings
- Supporting the CEO and Chair in preparation for in-person meetings, normally twice each year
- Researching travel options and associated costs for Trustees for meeting attendance
- Membership
 - First point of contact for member enquiries
 - Managing the member application journey including communication of new members to the membership committee
 - Ongoing member administration
 - Supporting the membership committee meetings
 - Supporting member engagement including through GIN Connect, the membership management platform
 - Managing the annual invoicing process, including report generation through Xero
 - Managing the annual member award process
 - Assisting members with their library and registry entries in the GIN Library
- Conference
 - Managing the GIN membership booth at international conferences, interacting with members and potential members
 - Organising and supporting the Annual General Meeting and the board meetings

Skills, attributes, and experience:

- Minimum of 3-4 years' experience as a PA/Executive Assistant or Office Manager, supporting senior managers
- English native speaker
- Excellent communication skills, written and verbal
- First class organisational and interpersonal skills
- Experience of working in a busy support department with a strong focus on customer service
- Well-developed information management/knowledge management skills
- Proven problem solving skills
- Self-starter with the ability to work remotely from a team with minimal supervision
- Ability to set up and manage online management of files and documents
- Microsoft Office skill –Advanced level including account administration
- Financial administration would be an advantage, but not essential

Qualifications

- Minimum level of Higher English
- Formal business administration or similar qualification
- Professional CILIP qualification would be advantageous
- Microsoft super-user training would be advantageous

Key relationships:

- Reporting to the Chief Executive Officer
- Working closely with the Admin & Communications Assistant and Communications and Conference Project Manager as part of the secretariat team
- Regular contact with the GIN Chair and Chairs of the GIN Sub-committees
- Regular contact with members

The GIN team, while all based remotely, are in frequent contact through Microsoft Teams, providing a supportive environment.