



Training and Membership Support Officer
Role Profile, Supplementary Information and Job Description

1. Job Advert

Job title:	Training and Membership Support Officer
Salary:	Up to £30,000
Contract / Hours:	Permanent, Full-time (35 hours p/w)
Location:	Battersea, London (SW8), with hybrid remote working
Reports to:	Chief Operating Officer
Direct Reports:	N/A

The British Society for Allergy and Clinical Immunology (BSACI) is a charity that represents doctors who specialise in Allergy, for the wider benefit of patients, carers and the public.

Reporting to the Chief Operating Officer, the Training and Membership Support Officer will play a critical role in supporting BSACI Committees, Working Groups and Representatives to carry out the organisation's strategic objectives. In addition, the Training and Membership Support Officer will be responsible for proactively coordinating and promoting training days, the medical scholarship award and the GPs with Extended Reach accreditation scheme.

You will be experienced in coordinating events and committee management; methodical in your approach to work; and have excellent problem-solving abilities.

We are located near Battersea Power Station and the successful candidate will join a total team of 8 staff working across a range of different areas.

We are committed to being an inclusive and diverse organisation, and welcome applications from all sections of the community. Our organisation's ethos is to provide a supportive environment to coach and develop staff to meet their career goals, with a strong focus on wellbeing and promoting a healthy work-life balance.

We offer:

- Hybrid working
- Financial advice service
- Life Assurance
- Wellbeing initiatives
- Continuous Professional Development opportunities
- 33 days annual leave (25 days plus all bank holidays)
- Parking access (two spaces)
- Padlocked bike storage

2. Role Profile

Main responsibilities

- Provide secretariat support for all BSACI committees, working groups and representatives.
- Organise meeting dates and times, send out invites, set up Zoom/MS Teams meetings, facilitate room bookings for in-person meetings, and other administrative duties.
- Circulate agenda and collate meeting/briefing papers.
- Provide accurate minutes which are circulated in a timely manner.
- Proactively manage and support committees, working groups and reps to ensure actions are progressed.
- Maintain lists of committee members and when a position becomes vacant draft and send out an Expression of Interest to the membership.
- Update and maintain membership information using BSACI's CRM.
- Work closely with the Membership Officer to ensure active members' DOI information is up to date.
- Coordinate and administer the Primary Care Training Days; SpR (Specialist Registrar) Training Days; and the Annual Medical Scholarship Award Scheme.

Other duties:

- Monitoring training day budgets
- General administrative duties as required by the role
- Maintaining a high standard of health and safety for all of the Society's staff and visitors is the joint responsibility across the team

3. Person Specification

Qualification

- Degree or relevant professional experience – Highly Desirable
- Evidence of own CPD - Essential

Experience

- Experience of secretariat support for committees – Essential
- Experience of coordinating and running training events – Essential
- Experience of marketing and promoting courses and /or events – Essential
- Experience of supporting customers with enquiries – Essential
- Experience of stakeholder and partnership working – Essential
- Higher Education background – Essential
- UK medical organisation or association background – Highly Desirable
- Professional body experience – Highly Desirable

Knowledge

- Knowledge of accreditation processes and systems – Highly Desirable
- Knowledge of continuing professional development processes and systems – Highly Desirable
- Knowledge of higher education practices – Highly Desirable

Skills and abilities

- Ability to manage stakeholder and partnership relationships – Essential
- Ability to maintain accurate records of meetings, including action points – Essential
- Ability to work on own initiative and solve problems – Essential
- Ability to communicate effectively at all levels, including a high standard of written English – Essential
- Ability to prioritise and manage multiple projects at the same time – Essential
- Ability to use Microsoft Office, including Teams – Essential
- Ability to create and analyse surveys and feedback forms – Highly Desirable
- Ability to manage and maintain accurate website information – Highly Desirable

Values and behaviours

- Demonstrable interest in the health sector, and the work of BSACI – Essential
- Empathetic, and a high level of emotional intelligence – Essential
- Collaborative team member who enjoys working with and supporting others – Essential
- Flexible approach to work – Essential
- Attendance at committee meetings which are held in the evening – Essential
- A minimum 3-night stay during the BSACI Annual Conference is required – Essential

4. Supplementary Information

The British Society for Allergy & Clinical Immunology (BSACI) is a national, professional and academic society which represents the speciality of allergy at all levels. It is estimated that a third of the population are living with allergic disease with more than five million of these severe enough to require specialist care. The BSACI's objective is to improve the management of allergies and related diseases of the immune system in the UK, through education, training and research.

Our structure

The charity is governed by seven Officers, elected from the BSACI membership. The Society's day-to-day work is carried out by a team of 9 staff.

Please note: We are based in a two-storey building without lift accessibility.

We do not hold a UK Sponsorship License; candidates must be eligible to reside and work in the UK in their own right.

We are unable to negotiate the advertised salary.

5. Job Description

Title	Training and Membership Support Officer
Responsible to	Chief Operating Officer
Salary	Up to £30k PA
Hours	35 hours per week (Full-time)
Location	Hybrid (Mondays, Wednesdays in the office)
Contract	Permanent – the job will be reviewed with the postholder after six months.
Role Purpose	The post holder will play a critical role in supporting BSACI Committees, Working Groups and Representatives to carry out the organisation's strategic objectives which can be found here .

The post holder will also be responsible for coordinating training days for BSACI trainees by liaising with centres responsible for the delivery of training and promoting these to all trainees within the Society. There is a new training curriculum which the BSACI training follows. Therefore, it's vital to ensure good engagement and communication with trainees to ensure maximum attendance.

To increase interest in the specialty of allergy & clinical immunology BSACI supports a number of medical students each year to attend the BSACI Annual conference and liaises with centres to offer taster days. This scholarship scheme and GP Accreditation programme.

Allergy is the second speciality in the UK to receive GP accreditation. This accreditation aims to increase the competencies of GPs managing allergy patients in primary care, to reduce the need for referral to specialist services. The post holder will be working with the Communications Manager and the chair of the primary care committee to put together a promotional plan to enable us to reach out to GPs who have an interest in allergy and to build a GP Network via the BSACI website.

Background

The British Society for Allergy & Clinical Immunology (BSACI) is a national, professional and academic society which represents the speciality of allergy at all levels.

It is estimated that a third of the population are living with allergic disease with more than five million of these severe enough to require specialist care. BSACI's objective is to improve the management of allergies and related diseases of the immune system in the UK, through education, training and research.

Key Responsibilities

Provide secretariat support for all BSACI committees, working groups and representatives.

Organise meeting dates and times, send out invites, set up Zoom/MS Teams meetings, facilitate room bookings for in-person meetings, and other administrative duties.

Circulate agenda and collate meeting/briefing papers.

Provide accurate minutes which are circulated in a timely manner.

Proactively manage and support committees, working groups and reps to ensure actions are progressed.

Maintain lists of committee members and when a position becomes vacant draft and send out an Expression of Interest to the membership.

Update and maintain accurate membership information using BSACI's CRM.

Work closely with the Membership Officer to ensure they have the correct details for those active members who are required to complete a DOI form.

Coordinate and administer the Primary Care Training Days

- Promote and administer the training day application process.
- Send applications and proposed programmes for training days to the 4 members of the panel for approval.
- Send all related paperwork to the applicant together with guidelines for signature.

- Work with BSACI Finance & Admin Officer to ensure timely payments of bursaries are made to the centre running the training days.
- Keep up to date and monitor all income and expenditure relating to the training days.
- Advise the sponsors of each training event date and the key point of contact within the centre running the training day in keeping with the sponsorship agreement.
- Create an evaluation survey using Survey Monkey and send this out to the centre, post-event.
- Download survey data and issue attendance certificates to participants.
- Evaluate the outcome from the completed forms received and send them to the relevant centre and sponsors.
- Ensure that a completed budget form together with receipts is received no later than 2 months after the event and any unused funds are returned.

Coordinate and administer Annual Medical Scholarship Scheme

- To work with the BSACI Trainee Representative to develop the Annual Medical Scholarship Award Scheme to encourage students to take up the specialty of allergy.
- Ensure content and visual materials are sent to all deaneries and medical school leads promoting the scheme.
- Work with the Trainee Representative (TR) to review and refine the application process and criteria and invite judges to review applications.
- Send Medivents (our agency) details of applicants and information relating to the bursary and liaise with Medivents to ensure appropriate letters are sent out to applicants (successful and non).
- Follow up with Medivents to ensure letters are sent out and that you have relayed information (going forward) which will help Medivents administer the scheme.
- Funds are paid out of BSACI core funding after the meeting. Liaise with BSACI Finance Officer to ensure those who took up the bursary are sent their bursary in a timely manner. Correspondence from the Trainee Representative should be sent detailing payment made together with further opportunities to support them for a career in allergy.
- Work closely with the Trainee Representative (TR) to devise a strategy in which to support and encourage successful scholars into the specialty and the society.
- Develop a plan with the TR on how the Society should engage with those who were not successful / unsuccessful.

Training Days for Trainees

- Manage, coordinate and administer all aspects of the BSACI Allergy Training Days for trainees.
- Arrange a date with the facilitator of the day around 6 months prior to the event.
- Update website with details and programme, if available.
- Circulate details to all current trainees and create a register.
- Make a note of any special requirements needed by trainees.
- Send reminders out about the training day every 4 weeks, a week prior to the day.

- Liaise with the centre contact to clarify the maximum capacity for the day and when to close registration.
- Email the centre with the names of those registered together with any special requirements, if any.
- Send trainees the final programme and directions to the training venue.
- Create an evaluation survey using Survey Monkey and circulate it to trainees once the registration for the day has been received.
- Produce attendance certificates and email them to trainees once the SM has been received.
- Send a thank you letter to the trainer, an evaluation analysis, and any recommendations/observations obtained during the day.
- Marketing for and promotion of the GP accreditation programme.

GP Accreditation Engagement

Work closely with the Communications Manager in developing a plan for engaging with GPS and building a network on the BSACI website.

Ad hoc

Maintain relevant sections of the website and related resources.
Website management and maintenance of BSACI Committee, Working Party Groups and Reps' sections of the website.
Foster strong and positive relationships with key stakeholders, professional bodies and external BSACI partners.
Budget management.

Skills

Planning and delivery of training and educational events.
Marketing and promotion of courses and / or events.
Excellent organisational, administrative and planning skills.
Customer service experience.
Strong communication and excellent interpersonal skills.
Ability to prioritise competing workstreams and demands.
Website management experience.
Proficiency in Microsoft Office including Teams.

Qualifications

Degree or relevant professional experience.

Other

Contribute to the overall aims and objectives of the BSACI.
Manage all data in line with GDPR requirements.
Carry out all duties safely and properly in accordance with BSACI's Health and Safety Policy.
This job description is not exhaustive and merely highlights the main duties the post holder can expect to undertake. From time to time the post holder may be asked to undertake or contribute to tasks which are not in this job description but are relevant to the position and required for the needs of the business.