



# British Association for Immediate Care

Charity No: 1188273

- Role:** Membership & Communications Administrator  
(Maternity Cover, 12-months fixed term contract)
- Accountable to:** Chief Officer
- Hours:** Full time preferred, but will consider part time 21 hours per week (0.6 WTE)
- Salary:** £18,500 (or pro rata if employed part time)
- Location:** Hybrid working model, requirement to attend the Ipswich office one day a week.

The British Association for Immediate Care is a national charity whose objects are:

- For the public benefit, the relief of persons suffering injury or illness including by, but not limited to:
  - advancing the education of individuals who provide pre-hospital immediate care including health care professionals from a wide range of professions as well as military medical personnel, associate practitioners, community first responders and first aid and voluntary rescue staff; and
  - acting as a resource body for schemes, individuals and other organisations who provide pre-hospital immediate care.
- To advance the education of the public in general (and particularly amongst health care professionals) in the subject of pre-hospital immediate care and to promote research for the public benefit in all aspects of that subject and to publish the useful results of such research.

You can find out more about us at our website: [www.basics.org.uk](http://www.basics.org.uk)

The role will be part of a small office team of four people, led by the Chief Officer, who run the charity on a day to day basis using a hybrid working model. Since the Covid pandemic we have adapted the way we work and there will be opportunities to work from home for some of your time although there will be a requirement to attend the office once a week.

The successful applicant will be entitled to 20-days annual leave per year (pro rata if employed part time) plus all statutory bank holidays and an additional 5-days mandatory Christmas-week leave when the office closes.

## **Job Purpose:**

The Membership & Communications Administrator is a key member of the office team, providing comprehensive operational and administrative support for membership services, communications and website administration together with administrative support across a range of core head office

Easton House  
4 Turret Lane  
Ipswich IP4 1DL

T: 0300 303 1757  
E: [admin@basics.org.uk](mailto:admin@basics.org.uk)

[www.basics.org.uk](http://www.basics.org.uk)  
[@BASICS\\_HQ](https://twitter.com/BASICS_HQ)

Founded in 1977  
A company limited by guarantee in England and Wales, company N°: 3553177  
A registered charity in England and Wales, charity N°: 1188273



# British Association for Immediate Care

Charity No: 1188273

functions, for example finance and facilities, and dealing with all enquires via, phone, website and email and supporting other administrative staff.

## Key relationships:

### **Internal**

Chief Officer  
Office team  
Chairman  
Members of the charity

### **External**

External suppliers  
Potential members

## Key responsibilities:

### **Membership Services**

1. To administer the applications process for new member applications and membership renewals, liaising with the Chief Officer.
2. To maintain the membership database and reconcile membership details against payments and members files.
3. To monitor membership payments and arrears and to manage these accordingly, liaising with the Chief Officer.
4. Liaise with external suppliers (ie British Medical Journal publications)
5. Manage the accreditation process for new member applications and renewals, liaising with the Clinical Governance Committee as required
6. Manage the members shop, processing orders and ensuring that the stock is maintained and refreshed on a regular basis.
7. To support the Chief Officer and Trustee's with general administration tasks as and when required.
8. Provide support to the Chief Officer and Trustee / Director leads to help them to develop, implement and monitor membership related projects and resolve any issues. In addition to the minute taking for key meetings and follow up for all actions, to ensure the membership services programme remains on course.
9. Produce as requested management information within agreed time scales and escalate issues on an exception basis, within agreed parameters

Easton House  
4 Turret Lane  
Ipswich IP4 1DL

T: 0300 303 1757  
E: [admin@basics.org.uk](mailto:admin@basics.org.uk)

[www.basics.org.uk](http://www.basics.org.uk)  
[@BASICS\\_HQ](https://twitter.com/BASICS_HQ)

Founded in 1977  
A company limited by guarantee in England and Wales, company N°: 3553177  
A registered charity in England and Wales, charity N°: 1188273



# British Association for Immediate Care

Charity No: 1188273

## Communications

1. To maintain the website and make improvements as agreed with the Chief Officer and / or Trustee's.
2. To liaise with our web design suppliers to ensure that any technical problems with the functioning of the website are resolved as quickly as possible.
3. To assist in compiling and circulating the monthly newsletter to members and Schemes
4. To support the Chief Officer and Trustee's with administration tasks as and when required.
5. Provide support to the Chief Officer and Trustee / Director leads to help them to develop, implement and monitor communication projects and resolve any issues. In addition to the minute taking for key meetings and follow up for all actions, to ensure the communications programme remains on course.
6. Produce as requested management information within agreed time scales and escalate issues within agreed parameters

## General Administrative Support

1. Manage the flow of work, anticipating potential problems and drawing the Chief Officer's attention to the need to take timely action where necessary.
2. Receive and deal with confidential and sensitive information.
3. Co-ordinate the arrangements for allocated committee meetings ensuring that all meetings and events are well co-ordinated and run smoothly by communicating details to Trustee's and ensuring that appropriate venues are booked, catering is organised, any technology required is organised, papers are distributed and minutes taken.
4. Prepare agendas and take minutes at meetings and produce these to a high standard in a timely manner maintaining a full understanding of the context of the meeting. Ensuring actions from such meetings are completed.
5. Reminding the Chief Officer of any deadlines on meeting papers which they are producing.
6. Carrying out routine administrative work including the generation of correspondence and reports.
7. Ensure the smooth running of the office through ensuring administrative stock levels are maintained and routine servicing contracts are undertaken in a timely manner.
8. Assist in the organization and administration of conference and other events as required.
9. Provide general administrative support including:
  - Set up meetings with identified individuals
  - Book rooms for meetings and ensure appropriate equipment available
  - Ensure that relevant documentation (agendas, previous minutes, papers, reports, etc.) are available and distributed in a timely manner to facilitate effective meetings

Easton House  
4 Turret Lane  
Ipswich IP4 1DL

T: 0300 303 1757  
E: [admin@basics.org.uk](mailto:admin@basics.org.uk)

[www.basics.org.uk](http://www.basics.org.uk)  
[@BASICS\\_HQ](https://twitter.com/BASICS_HQ)

Founded in 1977  
A company limited by guarantee in England and Wales, company N°: 3553177  
A registered charity in England and Wales, charity N°: 1188273



# British Association for Immediate Care

Charity No: 1188273

- Attend meetings to take minutes, type up minutes of meetings taken by other team members and distribute appropriately
- To liaise and communicate with other organisations and multidisciplinary personnel as required

## **Communications and Relationships**

1. Proactively build relationships and work closely with colleagues across the Association to encourage collaborative working
2. Demonstrate interpersonal skills when dealing with all levels of staff/members across the Association using persuasion, tact and reassurance where necessary
3. To deal with relevant telephone calls related to the service, ensuring that members are communicated with in a sensitive and effective manner and problems are dealt with promptly and efficiently
4. Handle confidential material in a sensitive and discrete fashion in compliance with Associations policy and procedure
5. To be able to influence, motivate and involve individuals and teams to reach necessary performance targets expectations
6. Liaise with other members of the Association to ensure the smooth running of the services and to assist the functioning of the team
7. Communicate & receive sensitive or complex information
8. Engage with staff across the Association to implement change and adopt an inclusive approach to decision making

## **Education, Training and Personal Development**

- Identify own training and developmental needs and undertake appropriate training as required, supported by regular PDP review.
- Adhere to all Association policies and Health & Safety regulations as applicable.

## **Other Duties:**

- Manage and prioritizing own workload and competing deadlines
- Able to travel to other locations across the UK to provide the project and administrative support at specific meetings, course and / or events (infrequent requirement)
- Participate fully in personal appraisal and development review process, and continuous professional development
- Contribute to the development of and work within team / organisational standard operating procedures to ensure effective and efficient use of resources

Easton House  
4 Turret Lane  
Ipswich IP4 1DL

T: 0300 303 1757  
E: [admin@basics.org.uk](mailto:admin@basics.org.uk)

[www.basics.org.uk](http://www.basics.org.uk)  
[@BASICS\\_HQ](https://www.instagram.com/BASICS_HQ)

Founded in 1977  
A company limited by guarantee in England and Wales, company N°: 3553177  
A registered charity in England and Wales, charity N°: 1188273



# British Association for Immediate Care

Charity No: 1188273

- Help promote a culture where governance and risk management are seen to be everyone's responsibility.
- Develop and write policies and procedures within own work area
- Sit on working groups to contribute to future strategies and development
- Represent the Association at conferences at the discretion of the Chief Officer
- Managing enquires from the Association's website and information inbox
- Ensure the relevant databases are updated and maintained
- Ensure compliance with the Association policies and procedures.
- Attend meetings as requested by the Chief Officer
- Undertake any other duties as identified by the Chief Officer
- Ensure that the Association BASICS reputation as an authoritative and responsible information source is maintained and enhanced at all times
- To attend staff team meetings, supervision and participate in training, when required.

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties may change to meet the needs of the service or because of the introduction of new practices or technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

## **Informal conversations to find out more about this job are welcome:**

Ring the office on 0300 303 1757 and ask to speak to Tony Kemp, the Chief Officer.

## **To apply:**

Please send your CV and a covering letter explaining briefly why you are suited to this role, electronically in PDF format, to:

- Mr Tony Kemp, Chief Officer at [tony.kemp@basics.org.uk](mailto:tony.kemp@basics.org.uk).

**Closing date for applications:** 3pm, Friday 5<sup>th</sup> November 2021

Easton House  
4 Turret Lane  
Ipswich IP4 1DL

T: 0300 303 1757  
E: [admin@basics.org.uk](mailto:admin@basics.org.uk)

[www.basics.org.uk](http://www.basics.org.uk)  
[@BASICS\\_HQ](https://twitter.com/BASICS_HQ)

Founded in 1977  
A company limited by guarantee in England and Wales, company N°: 3553177  
A registered charity in England and Wales, charity N°: 1188273