

## Network Assistant

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Company: DiverseJobsMatter

Location: United Kingdom

Category: other-general

**JOB DESCRIPTION**An exciting opportunity exists for a Regional Networks Assistant whose job it will be to support the Senior Regional Networks Officer in the delivery and running of our UK and global volunteer groups by administering email inboxes, assisting in the running of events, representing our organisation at meetings with volunteers, and building strong working relationships with our members.**Key Responsibilities and Accountabilities:** Administer the email inbox for regional volunteers and regional queries, responding within the service level agreement timeframes (3 working days). Work with regional volunteers to setup events online and in their area, which includes working with the volunteers to fill out all fields on the event booking form, booking venues, paying deposits, delivering tech support for speaker tests and digital events, and processing invoices and volunteer expenses. Meet on a bi-monthly basis with chairs and vice-chairs of regional networks to update them on our organisation's activity and discuss tasks and administration support required for upcoming events. Maintain the database of regional volunteers. Provide administrative support to the Senior Regional Networks Officer, which includes sending out volunteer certificates and thank you letters, gathering content for email newsletters etc. Work closely with the Marketing and Events Officer to ensure regional events are scheduled effectively and run to a high standard. Work closely with the Communications Team to ensure regional events are promoted effectively.**Qualifications & Experience:** You must have work experience of dealing with customers, clients or any other stakeholder. A good ability to write coherent emails. Be IT literate and competent in the use of Microsoft Office Application. Ideally have some experience of using a Customer Relationship database. Have strong organisational and time management

skills with an ability to prioritise workload Have experience and confidence in dealing with people (which includes both internal colleagues and our volunteers and stakeholders) at all levels and strong written and verbal communication skills Have experience and confidence in facilitating meetings to ensure they are effective in seeking input from all participants and providing ideas to solve problems. Person Specification: You are most likely working in a customer service role or an administrative role with a strong customer contact element to it and you are looking for an opportunity to work in the sustainability sector. You will have the ability to work with a diverse group of people, assisting them in the delivery of business objectives. You will be able to adapt your approach to managing tasks to suit the changing demands of our members and you will be able to use your own initiative to suggest changes or solutions that will improve delivery. You will be organised and have good administrative skills with an ability to communicate clearly. You will have good attention to detail and have a desire to play a positive part in the wider team. You will likely have an interest in sustainability as this is central to our organisation. You may have worked in a membership or not-for-profit organisation previously, although this is not essential.

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