Job Title : Events & Membership Administrator

Department : Commercial

Reporting to : Membership Manager

Location : London office

British Insurance Brokers' Association

Overall responsibility

To manage and administer regional events and provide administrative support to the Membership and Commercial department.

Regional Event Duties

- Creating and managing events on our CRM and website
- Creating, sending and monitoring marketing email campaigns
- Managing regional event budgets, sponsorship, supplier contracts and insurance requirements
- Liaising with Regional Managers, Regional Chairs, comms team, National Engagement Team, venues and suppliers to fulfil event requirements
- Producing invoices and sourcing payments
- Chasing outstanding event debtors
- Monitoring and handling event and administration enquiries
- Maintaining website accuracy for forthcoming events and membership data

Regional events to include committee, advisory board meetings and AGMs.

Membership Duties

- Assist with the integrity, accuracy, enrichment and administration of CRM data
- Data cleansing and reporting
- Producing monthly FIS Broker Panel invoices
- Chasing outstanding membership and FIS Broker Panel debtors
- Creating and administering memberships and changes to member data
- Assisting with membership renewals
- Monitoring and handling membership and enquiries inboxes
- Handling calls to the membership telephone line
- Monitoring and handling bounce back emails
- Ad-hoc, cross-departmental duties, as required.

BIBA Events

- Attend BIBA Annual Conference
- Attend other BIBA national events if required