**Operations/Finance & Membership Administrator**

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| Job Title: | Operations/Finance & Membership Administrator | Job Category: | Executive Management Administration |
| Location: | Work from Home  (No Office Location) | Travel Required: | For certain REB physical events (when permitted) |
| Level/Salary Range: | TBC | Position Type: | TBC (F-T or P-T Self-Employed/Employed) |
| HR Contact: | Sue Brown - MD | Date Posted: | 31 August 2021 |
| Will Train Applicant(s): | Short window for Handover | Posting Expires: | 1 October 2021 |
| Organisation: | | | |

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|  | Real Estate Balance (REB) is a campaigning and membership organisation comprising many different types of businesses, both large and small, from across the real estate sector. We aim to improve diversity and inclusion (D&I) in real estate so that the industry better reflects the society it serves. We want to inspire better D&I and support companies in their efforts to change outdated cultural practices.  Real Estate Balance facilitates and enables its members to make real progress in achieving a diverse and inclusive culture in their respective organisations, and so contribute to the enhanced performance of the sector as a whole. |
|  | REB was established five years ago, with now close to 100 corporate members and growing. It is a not-for-profit business. |
|  | The Executive Management Administration team of 4, headed by the MD, run the membership organisation on a day-today basis supported by the REB board and various committees together with 3rd party service companies for accounting, payroll, banking, media & public relations, website hosting and IT services. |
|  | For fuller details of REB organisation and activities visit <https://www.realestatebalance.org/about> |

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| Job Description |
| Role and Responsibilities **Key Tasks** – support the MD, manage Membership operational matters including membership drive and manage Finance matters   1. Input into and oversight activities of 3rd party service provider (accounting, payroll, banking, invoicing & collection, Vat, tax and audit) and operate CRM system (membership customer relationship management) /reporting 2. Finance – preparation and maintenance of budget and forecast (annual, monthly) and oversight of annual/monthly accounts and audit 3. Finance – regular monitoring and processing of cash position, payments, collection, reporting 4. CRM – invoicing/collection, reporting 5. CRM – Membership (new member/renewals member on-boarding, information updates) 6. Attend Board meetings and take minutes, other meetings as required   **Detailed Responsibilities**   1. Main point of contact with Moore Kingston Smith Association Management - provide details for production of membership invoices, supplier set up requirements, invoices payments, chasing late payments. 2. Producing & maintaining budgets, (re)forecasts, management accounts and assisting with end of year accounts preparation 3. Processing of supplier invoices ensuring within budget 4. Main point of contact for membership, dealing with enquiries for potential and existing members 5. Support membership drive 6. Support new members in joining process and administering the joining / approval process, sending out welcome letters 7. Collect logos and updating when change of logos after re-brand 8. Ensure member contacts are correct and oversee the updating of systems when contacts change 9. Update CEO Commitments with senior leader changes 10. Attend and write minutes for Board meetings and follow up actions 11. Responsible for management of CRM inc. membership engagement reports 12. Provide other operations support to MD where required   Other  The Operations/Finance & Membership Administrator described above is currently performed on a P-T basis with an approximate time split of 60% Membership/Operations and 40% Finance/Operations. Qualifications and Education RequirementsPreferred Skills  1. Windows 10/Office 365 2. Confident to be trained on CRM (Membership Management System), Website Content Management System 3. Confident to operate Online banking/payments portal and NEST pension portal 4. Excel spreadsheet, Power point, other Office 365 capabilities, organised file structure 5. Minutes taking and follow-up actions 6. Small team working and collaborative nature 7. Work with board members/board special advisors on finance & membership board reports, budget & forecast reviews and approvals, accounts/audit reviews & approval, member data presentations  Additional Notes Preference is for applicant to have own laptop/desktop with printing/scanning facilities |

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