

Job Title	NAFIS Officer
Grade	2
Reports to	Consultancy Manager
Location	London Bridge Office, or other location within the greater London area as required
Role Purpose	To deliver a high-quality membership service to NAFIS members, lead on Families First award and other projects involving NAFIS members

Key tasks and Responsibilities:

1. Oversee NAFIS membership service delivery:

- Responsible for maintaining the organisation's membership, including renewals and recruiting new members;
- Effective communication with members, including evaluation on services provided;
- Responsible and accountable for financial reporting on membership;
- Promotion of the membership scheme;
- Liaising with Finance and Compliance Officer in relation to payments;
- Develop and maintain membership areas of the website, working with the Web and Admin Officer and web hosting company;
- Responsible for convening and administering NAFIS steering group meetings, in collaboration with the NAFIS Steering Group Chair.

2. Organising membership-related projects

- Agree work plans, monitoring systems and objectives for projects with Consultancy Manager;
- Lead on and deliver projects to ensure effective and smooth delivery of all agreed objectives;
- Evaluate project activities, communicate analysis of key findings and make recommendations internally and externally;

3. Co-ordinating membership events

- Responsible for implementing an agreed events plan under direction of Consultancy Manager
- Responsible for organising and delivering the NAFIS conference
- Effective organising of member events, including programme content, liaison with speakers, suppliers, venues and preparation of materials, etc.;
- Work with Partnerships Manager to secure sponsorship and maintain database of potential exhibitors.

4. Managing and developing the Families First Award scheme

- Co-ordinate and oversee the Families First Award scheme
- Work with the Consultancy Manager and Partnerships Manager to expand the Families First Award and to identify opportunities to cross sell

- Recruit and co-ordinate assessors to deliver Families First
- Ensure local authorities currently engaged with the scheme progress at a reasonable pace with appropriate assistance;
- Promote the scheme to local authorities to maximise uptake and enhance service quality;
- Develop the scheme so that there are relevant offerings for new and renewing clients
- Assess and review the scheme for continuous improvement in line with client feedback and evolving business needs.

5. Developing new business

- Support the Consultancy Manager to identify new income generation opportunities within NAFIS membership, including training and consultancy opportunities;
- Support the Partnerships Manager to identify exhibitors and sponsors for NAFIS events.

6. Undertake other reasonable duties commensurate with this role as required by line manager and business needs.

7. Health and Safety at Work

Staff employed by the organisation are expected to show due regard for the health and safety at work of themselves and their colleagues, and to cooperate with any measures designed to secure this.

8. Diversity and Equality

The organisation is committed to the highest standards of Diversity and Equalities practice in Employment, and in all aspects of its work.

9. Performance Review and Support

The organisation has a Performance Support and Development Policy, and the postholder will participate in the appropriate processes to secure their own development and that of other staff.

10. Review

This Job Description will be subject to periodic review in the light of the changing needs of the organisation. Any changes or amendments will be subject to consultation with the postholder.

Person Specification:

E – Essential, D – Desirable

Knowledge and experience	E/D
Educated to degree level or higher (or equivalent through experience) plus relevant professional/sector experience	E
Experience of providing high-quality services for members	D
Experience of organising events	D
Experience of delivering high quality membership schemes including preparing fee structures, invoices and financial reporting	D
Experience of developing and maintaining strong relationships with partner organisations, members and other stakeholders	D
Experience of project management	D
Experience and practical understanding of quality assurance	D
Experience of undertaking administrative duties	E
Experience of dealing efficiently with members of the public	E
Experience of writing for written publications and for the internet	D
Skills, abilities and personal aptitude	
Strong proven organisational, planning and administrative skills	E
Attention to detail and ability to produce accurate, well presented work	E
Excellent communication skills, both verbal and in writing	E
Demonstrable understanding of budget monitoring	D
Excellent interpersonal skills with ability to work with other staff and external stakeholders	E
Ability to act in a proactive manner and use own initiative as necessary	E
Strong IT skills, including web maintenance and a range of word processing, spreadsheet and database applications	E
Good business understanding	E
Ability to remain calm, focused, and in control in pressurised situations	E
Ability to simultaneously handle multiple tasks and to prioritise workload	E
Self-motivated and able to work independently, as well as part of a team	E
Ability to demonstrate an understanding of diversity and equality and its practical application	E
Knowledge of health and safety obligations at external events.	E
Flexible and able to travel within the UK with occasional overnight stays	E