

Service Innovation Assistant – Membership & Engagement

Salary: £22,000 per annum

Permanent Full time - 35 hours per week

Location – Princes Risborough, Buckinghamshire, HP279LE

We're Association for Project Management (APM). We're a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo

A fantastic opportunity has arisen at the Association for Project Management (APM) for a Service Innovation Assistant – Membership & Engagement. Reporting to the Engagement Team Leader, you will provide effective administration of APM membership and events-related activity, ensuring smooth information flow between key stakeholders.

You will provide excellent customer service to all stakeholders by carrying out day to day administration requirements, effective implementation of defined processes and tasks, to deliver to the agreed quality and performance standards.

Qualifications

- GCSE (or equivalent) including Maths and English

Experience

- Worked within a high quality and busy customer service role with effective communication skills via e-mail, telephone and web chat.
- Good knowledge of Microsoft Word, Excel, Outlook and CRM databases

Skills

- Strong communication skills - both verbally and in writing - to effectively communicate with a range of stakeholders
- Good relationship building with customers and colleagues
- Well-developed teamwork skills
- Strong time management and organisational skills
- High degree of attention to detail and accuracy
- Good problem-solving skills

Why APM?

APM is chartered. We're the only chartered organisation representing the project profession, anywhere in the world. We know that better project delivery is about achieving your desired outcome. We believe that doing so is about so much more than process alone. We're champions of the new. There has never been a more important time for debate, so naturally we're at the heart and helm of that too. In a complex and shifting world, we're helping the project profession deliver better.

If you are interested in this opportunity and feel you have the necessary attributes, skills and expertise for the role, please send your CV and covering letter to e-mail: recruitment@apm.org.uk

We reserve the right to close the vacancy once we have received sufficient applications, so please be advised to submit your application as early as possible.

Main benefits at APM:

- 25 days holiday (excluding all public holidays). This increases with length of service – by one day after four years' service, then another day every other year, to a max of 30 days per year).
- Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind'.
- Pension scheme offered in line with auto enrolment. APM can contribute up to 8% of your salary depending on your own contribution. APM will contribute a minimum 6% of your salary. The pension scheme is available as a salary sacrifice.
- There is a sick pay scheme which pays up to 30 days (pro-rated for part time employees) full pay for sickness absence in a rolling 12 months period, payable after probationary period.
- Life assurance at four times the salary.
- Salary sacrifice schemes – cycle to work scheme, additional annual leave (up to 10 days), and pension scheme.
- Free parking – this is not guaranteed.
- Employee Assistance Programme
- Performance Related Pay (PRP) scheme for eligible employees. The discretionary bonus will take account of individual performance as well as APM's overall financial performance
- One volunteering day per year
- Hybrid/flexible working options are available dependent on job role.