



Confidential

Role Description – Service Innovation Assistant (Membership & Engagement)

Note: numbers in brackets () – please refer to the separate Guidance Notes.

Role title	Service Innovation Assistant	Grade	1	Department	Service Innovation
Reports to (1)	Service Innovation Team Leader – Membership & Engagement			Direct reports (1)	None
Key relationships / interfaces (1)	Internal:	All APM departments			
	External:	Members and potential members, external suppliers, panel members, corporate contacts, and other key stakeholders.			
Role purpose (2)	Provide consistently high standards of customer service to all stakeholders through the effective use of processes and systems, ensuring work is completed against agreed targets and KPI's. Provide effective administration of APM membership and events-related activity, ensuring smooth information flow between key stakeholders.				
Breadth of responsibility (3)	Effective implementation of defined processes and tasks, to deliver to the agreed quality and performance standards. Assist the department in delivering a high level of customer service to all stakeholders by carrying out day to day administration requirements.				
Dimensions and limits of authority (4)	Completion of tasks and activities as defined in relevant procedures and work instructions. Effective use of systems and processes. Contribute ideas to improve efficiency.				



Confidential

Key responsibilities / accountabilities ⁽⁵⁾	Key performance measures ⁽⁶⁾
<ul style="list-style-type: none"> Apply robust operating procedures for the administration of individual and corporate membership applications from UK and overseas applicants, including the review and processing of applications, supporting the end-to-end process from application submission to issuing of results, handling of any feedback. 	<ul style="list-style-type: none"> Administrative tasks are completed accurately and in a timely manner. Application processes are well organised in line with agreed SLAs. Efficient management of the Panel assessment process. Evidence of a proactive approach and tracking against targets.
<ul style="list-style-type: none"> Undertake key events processes from the initial creation of events through to the management of bookings and 'on the day' assistance. Resolve booking issues and work closely with the APM events teams to provide a positive customer experience. 	<ul style="list-style-type: none"> Event processes are completed accurately and in a timely manner. Liaison with key internal stakeholders to ensure events run smoothly and a positive customer experience.
<ul style="list-style-type: none"> Archive membership and events-related documentation in conformance with APM's Retention Policy. 	<ul style="list-style-type: none"> Documents are archived and referenced in line with policy accurately.
<ul style="list-style-type: none"> Effectively respond to all queries related to the APM membership standards and events via e-mail, web chat and phone, in line with agreed SLAs for response times. Provide consistently high levels of customer service to all stakeholders. 	<ul style="list-style-type: none"> All queries are responded to within current agreed SLAs. Stakeholder feedback.
<ul style="list-style-type: none"> Provide administrative support to the Membership and Engagement Team Leader. 	<ul style="list-style-type: none"> Administrative tasks are completed accurately and on time.
<ul style="list-style-type: none"> Accurate maintenance of database and paper records. 	<ul style="list-style-type: none"> Process and standard implementation.
<ul style="list-style-type: none"> Pro-actively seek out business and process improvement opportunities. 	<ul style="list-style-type: none"> Identifications and implementation of proposed improvements.
<ul style="list-style-type: none"> Communication with the Membership Panel to assist in coordinating availability for application reviews. Efficient coordination of the Panel processes. 	<ul style="list-style-type: none"> Communicate politely and clearly with the Membership Panel via email All correspondence recorded on the database Applications are sent to the Panel in line with the agreed SLAs.
<ul style="list-style-type: none"> Ad hoc duties within scope of role and sphere of influence. 	<ul style="list-style-type: none"> Delivery to specified requirements and deadlines.



Confidential

Person Specification – Membership & Engagement Assistant

Attribute	Description	Essential / desirable
Qualifications (7)	<ul style="list-style-type: none"> • GCSEs including Maths and English or equivalent 	<ul style="list-style-type: none"> • Essential
Experience (8)	<ul style="list-style-type: none"> • Experience within a customer services role with effective communication skills via e-mail, telephone and web chat. 	<ul style="list-style-type: none"> • Essential
Knowledge	<ul style="list-style-type: none"> • Minimum intermediate level Microsoft Office and database IT skills 	<ul style="list-style-type: none"> • Essential
Skills	<ul style="list-style-type: none"> • Strong time management and organisational skills • High degree of attention to detail and accuracy • Strong communication skills - both verbally and in writing - to effectively communicate with a range of stakeholders • Good problem-solving skills • Relationship building skills – developing and maintaining good relationships with customers and colleagues. 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential • Essential
Behaviour / competency (9)	<ul style="list-style-type: none"> • Strong communication skills • Concern for accuracy • Customer focus • Time management and organising 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential