

## Job Description

### Team Coordinator

The Society for Research into Higher Education (SRHE) is a professional body working in the field of higher education to support research and researchers interested in advancing higher education. We are an independent business and a registered educational charity. The Society is based within offices in the King's Cross area of London. It is a busy and varied work environment, within a small, friendly, professional team working closely together in a collaborative manner.

**Job Title:** Team Coordinator  
**Reporting to:** Manager: Operations and Finance  
**Key working relationships:** The CEO/Director, Manager: Operations and Finance, Conference and Events Manager, Finance Officer, Resources and Development Manager

### Summary of Role

The Society for Research into Higher Education is seeking a Team Coordinator to support and work with the small Executive team across all their activities.

Broadly the work of the Society involves supporting a global community of individuals working in higher education and encompasses organising conferences, seminars, professional training workshops and other events; supporting research into policy and practice in higher education; undertaking journal and book publications and maintaining regular and frequent communications with its community and members.

This is a new role working collaboratively within a small professional team, offering plenty of scope for initiative and innovation in providing administrative and logistical support to a very high standard. Good familiarity with office management systems is essential, as is the capacity to work with all technology associated with presentations, events, maintaining and updating websites and databases.

This is an exciting role for an individual who would relish the challenge of providing efficient and responsive administrative, organisational, and logistical support services to the Society's executive team.

### Team Coordinator:

#### Main Responsibilities

- Assisting the Director/CEO and the Executive Team Members in the development and delivery of the Society's many activities and projects to ensure all tasks are being completed within timelines, effectively and to high standards
- Organising meeting papers and some minute taking, as required
- Ensuring all actions are recorded and completed following Meetings of the Board of Trustees and Executive Committee meetings.
- Organising and overseeing catering for all events and meetings as required
- Supporting the Conferences and Events Manager in the development and running of an extensive programme of seminars, workshops and conferences
- Maintaining the Society's membership database

- Managing the day-to-day operations of the office
- Diary and email management for the whole team
- Organising and maintaining files, records and coordinating archiving
- Planning and scheduling meetings and appointments
- Managing and undertaking their own development projects
- Preparing and editing correspondence, reports, and presentations
- Ensuring the various SRHE websites are kept up to date, in liaison with other team members and providing technical support as necessary
- Providing quality customer service to all our external contacts

### **Qualifications, skills and experience**

**You will need to demonstrate that you possess the following qualifications, skills and experience:**

- Demonstrable experience in a team support role or in an executive assistant or PA Role or similar
- Excellent organisation and administration skills
- Excellent written and verbal communication skills
- Good numeracy skills
- Excellent knowledge/application of office IT systems (Microsoft Office: Word, Outlook, PowerPoint, and Excel)
- Familiarity with website maintenance and basic website management
- Managing, maintaining and manipulating databases
- Preferred education is to undergraduate level

**In terms of personal and professional qualities, we are looking for someone who has:**

- Self-confidence, discretion, tact, diplomacy and a professional approach
- Initiative and the ability to identify, solve and, where necessary, escalate issues appropriately
- An assured, confident and responsive manner, interested in people and comfortable in a variety of social and professional environments
- Planning, organisation and advanced level PA/secretarial skills
- A methodical and organised approach to work, essential to enable a proactive service to be delivered
- The ability to prioritise activities, manage several tasks concurrently and work under pressure without continuous supervision
- Initiative in dealing effectively with any issues that may arise
- The ability to work both as part of a team and to take responsibility for individual projects
- Flexibility, with an open mind to perform and enjoy some of the more routine tasks

### **Remuneration, Terms and Conditions**

This is a full time position. Hours of work are 35 hours per week.

Salary range £22,000 -£25,000 per annum, subject to qualifications and experience. The successful candidate will also be invited to join the company's workplace pension scheme, to which the employer also contributes.