



Setting Standards for
Retirement Communities

Job Pack

Events & Membership Coordinator

The Associated Retirement Community Operators (ARCO) is the main body representing the retirement community sector in the UK.

Job title:	Events & Membership Coordinator
Salary:	Approx. £30,000 – £37,000 per annum, pro rata (fixed term contract until 31 August 2018)
Type:	Permanent
Hours per week:	20 – (negotiable)
Location:	London, SW17
Reports to:	Office & Business Manager

Introduction

An ageing population. The housing crisis. Our health and social care systems under intense pressure.

ARCO works hard to solve all of these issues – at the same time.

We are looking for a high-calibre and self-motivated candidate with experience of project management to join us as Events and Membership Coordinator. You will play an active role in the team, and your tasks will include project managing our annual conference, co-ordinating our events programme, liaising with event sponsors and delivering membership functions.

The ideal candidate would be highly organised, have a keen attention to detail, an interest in the sector, and at least one year's relevant work experience. They should be comfortable working in a flexible and fast paced atmosphere and with a wide variety of responsibilities.

Our small team works closely with our Board of Directors, who are Chief Executives and Directors of the UK's largest housing associations and private providers of housing-with-care for older people. This role therefore offers the opportunity for the successful candidate to gain unique executive-level insight into the strategic workings of a sector predicted to grow substantially over the coming years.

Please note that at present, funding for this post is limited until 31 August 2018, there is potential for it to become a permanent post and/or potential opportunities for advancement.

Purpose of role

The overall objective of appointing an Events & Membership Coordinator is to establish a systematic approach to organising ARCO's internal and external events, which should be delivered with precise planning, ensuring that the involvement of the rest of the team, where required, is well understood, communicated and quantified. These events are vital in delivering ARCO's objectives. The Events & Membership Coordinator will work on a diverse range of tasks, although one of the focal points of the role will be the organisation of ARCO's main conference (4 July 2018) and other smaller events.

The role will be mainly based in our office in Tooting. The Events and Membership Coordinator will be line managed by ARCO's Office & Business Manager and will also involve close working with ARCO's Head of Operations and Executive Director.

Liaising with: sponsors, designers, printers and couriers (to plan and deliver collateral), venues and caterers, attendees and tech support.

Key tasks of the role

1. Event / conference programme coordination – ARCO is holding a conference in July and runs multiple internal and outward-facing workshops and meetings throughout the year
2. Liaising with: sponsors, designers, printers and couriers (to plan and deliver collateral), venues and caterers, attendees and tech support.
3. Inviting, maintaining contact and briefing with speakers at our events
4. Devising and delivering a marketing plan for the annual conference and other events.
5. Assist in the delivery of membership functions to member organisations (e.g., certifying schemes, answering member queries, liaising with members).
6. Provide secretariat support to the Board of Directors and other working groups, together with other colleagues.
7. External communication with the public and stakeholders, mainly via telephone and email queries.
8. Contribute to the production of content for web, intranet, email, and print.
9. To undertake any other duties commensurate with the purpose and remit of the post.

Flexibility

At ARCO, we consider ourselves to be a family-friendly organisation. As such, we actively welcome working parents and those seeking a return to work. If we find the right candidate for the role, we are happy to offer a wide range of flexibility regarding hours; the only stipulation being that the hours should meet the criteria of the role.

If you want to discuss the parameters of what would be possible for this role in terms of flexibility, please do call Mark Norton, Office & Business Manager on 020 3697 1204

ARCO

The Associated Retirement Community Operators (ARCO) is the trade association representing providers of retirement communities in the UK. ARCO was founded in September 2012, currently has 29 ARCO members, and represents roughly 340 retirement communities in the UK. This equates to approximately 50% of all housing-with-care schemes and includes both private and not-for-profit providers.

We have grown considerably over the last five years, and our team of five colleagues (soon to be six) deliver an ambitious programme of networking and events, self-regulation and influencing for and on behalf of our members.

For more information on some of the things we've done in the past year, please see our recent online at: www.arcouk.org

Person Specification

Education	
Degree educated	Desirable
Willingness to undertake training and continuing professional development	Essential
Experience	
Experience organising conferences or other events	Essential
Experience of project management	Essential
One year's relevant experience (and five years' experience of working in a professional environment)	Essential
Experience in health, social care, and/or housing	Desirable
Abilities and competencies	
Self-motivated, pro-active, and experienced working with a minimum level of supervision	Essential
Ability to manage, organise, and prioritise multiple day-to-day tasks while maintaining high quality standards	Essential
Ability to think creatively and flexibly	Essential
Precise attention to detail	Essential
Excellent verbal and written communication skills	Essential
Ability to form and maintain productive working relationships with a wide variety of people within multiple organisations	Essential
Proficiency with Microsoft Office	Essential
Experience with design and/or web-based content-editing applications (e.g. WordPress, Mail Chimp, etc)	Desirable
Other requirements	
To be committed to the principles of equal opportunities	Essential
To have a genuine interest health, social care and housing	Desirable

This information will be used as part of the shortlisting process.

How to apply

Please apply with a short CV (maximum of 2 pages), which should clearly outline any relevant experience to date.

You may also submit a covering letter if you feel that your CV needs context or expansion.

Please note that the deadline for applications is **Friday 23 March 2018, 12 noon**. We reserve the right to end the process earlier if we are able to find the right candidate. Please send your application to Mark Norton, Office & Business Manager, at recruitment@arcouk.org with the subject line Events and Membership Coordinator.

We plan to hold screening telephone interviews, followed-up with an online assessment and culminating in a face-to-face interview. We would ideally require the successful candidate to start as soon as possible, and by mid-April at the latest.

Please note we will not be able to give feedback to every applicant, but we will endeavour to provide feedback to every candidate we invite to interview.



Associated Retirement Community Operators (ARCO)

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Email: info@arcouk.org

Twitter: @ARCOtweets

For more information on ARCO, visit:

www.arcouk.org