Secretariat Administrator – European Society of Thoracic Surgeons, www.ests.org

The European Society of Thoracic Surgeons is a not-for-profit membership organisation that was established to improve quality in all aspects of our specialty: from clinical and surgical management of patients to education, training and credentialing of thoracic surgeons in Europe and worldwide.

Founded in 1993, ESTS has built a membership of over 1300 individuals formed of Thoracic surgeons, trainees and members of partnership organisations and continues to grow. Learn more about what we do at our website www.ests.org

We are currently looking for a Secretariat Administrator to join our small-but-driven team based in Heathrow, London to provide a comprehensive professional membership support service from managing day-to-day enquiries and all membership data administration while maintaining and developing our CRM.

In addition, you will manage our general membership function to achieve targets for recruitment, retention, reputation and revenue as well as assist the ESTS Executive Director on an ad-hoc daily basis.

General day-to-day duties are likely to include:

- Processing membership applications and renewals using the ESTS CRM system
- Manage all aspects of membership payments
- Day to day member and committee enquiries
- Manage journal access for members
- Membership certification process
- Manage society pages for European Journal of Cardiothoracic Surgery
- Printed materials for all membership activities e.g. annual membership directory
- Booking of meetings and travel arrangements, venue search and selection
- Produce and type agendas, circulate agendas and minute taking as and when required.
- Apply for CME Accreditation for educational events.
- Manage the communication of all annual disclosure policies to committee members.
- Organise printing of stationary, flyers, membership application forms, certificates, directories and event support materials e.g. roller banners.
- Reply to queries regarding membership, payments, journal delivery, school information, deadline dates etc.
- Support the Event Manager on training and conference programmes as and when required.
- Assist officers and councillors on individual requests as and when required.
- Manage relevant content of the ESTS website.

To succeed, you will need substantial previous experience of working in a similar role (preferably from a learned society or clinical background) along with strong administrative, organisational and IT skills,
with the ability to work well under pressure to ensure work is completed to a high standard so that targets are met within desired timescales.

You will have achieved GCSE (or equivalent) in English Language grade C or above and possess RSA Stage II typing/word processing or equivalent, extensive experience of using Windows Word, Excel and Power point and possess a European Computer Driving Licence (ECDL). Other IT applications such as Webex and video conferencing is an advantage.

You must also be an excellent communicator (preferably with knowledge of medical terminology) who is self-motivated, have previously worked on their own or happy to work alone without daily supervision, as well as work well in a team environment and be able to travel overseas as and when it is required. It is essential that the successful candidate has a flexible work approach as some out of work or weekend work may be required.

This role is 21 hours per week pro rata and the working pattern is flexible although ideally Tuesday-Thursday each week.

Based at and employed by The European Society of Thoracic Surgeons, you will work at our Heathrow, London Head Office. Excellent benefits include 25 days of leave (pro rata) and a comprehensive induction.

For informal enquiries about the position, please contact Sue Hesford, Executive Director by email to admin@ests.org.uk or by phoning 01392 430671 or 07841 519795 (No agencies please.)