

**The Society of Merchant Venturers**

**Operations & Marketing Executive**

**Job Description:**

**Role Purpose**

To support the Treasurer in leading and managing the operations of the Society of Merchant Venturers (SMV), ensuring optimal delivery of service to members and customers. Organising meetings and events; and supporting the promotion of SMV through marketing and research.

**Responsibilities**

* + Manage and deliver the administration functions for this small and busy office, improving the office’s efficiency and effectiveness
	+ Produce committee meeting papers, research reports and accurate minutes from meetings
	+ Liaise with members of the Society
	+ Schedule meetings, internally and externally, and oversee general diary management
	+ Act as Clerk to some of the small charities under our management
	+ Work with the Communications Director to develop and optimise our social media output, increasing our presence on Twitter, LinkedIn and Instagram etc.
	+ Lead on the marketing and promotion of Merchants’ Hall for events and manage all bookings
	+ Be responsible for the organisation and administration of all SMV functions and events held at Merchants’ Hall
	+ Manage one part-time member of administration staff
	+ Review and improve the administration functions of the organisation to achieve best practice.

**Person specification**

**Essential**

* Highly organised with excellent attention to detail
* Excellent written, presentation and verbal communication skills
* Confident user of social media platforms
* Skilled user of Microsoft 365 (Word, PowerPoint, Excel and Publisher)
* A strong commitment to the charitable aims of SMV
* Commitment to high-quality customer service in all aspects of the role
* Team player with a good sense of humour
* Positive, proactive and professional attitude and approach to work
* Ability to manage your own time, plan and prioritise workload
* Strong commitment to innovation and continuous improvement
* Experience in office management and administrative process improvement
* Experience of meeting management including clerking and production of minutes.

**Desirable**

* Experience of successful high-quality event management
* Able to produce effective marketing materials under the guidance of the Communications Director
* Able to draft short, well-written case studies for the website
* Able to research detailed topics and produce concise reports
* Experience of managing other team members.