

Job Description

Job Title:	Student Membership Administration Intern
Responsible to:	Student Membership Manager
Job Purpose:	To support in the running of the IoD's Student Membership offering from an administrative perspective. To build effective relationships across all departments of the IoD most notably membership, marketing and digital to ensure student members are communicated with in a timely and effective manner and receive all valuable engagement that can be identified.
Key objectives/ responsibilities:	<p>Technical – online and email</p> <ul style="list-style-type: none"> • Creation of broadcast email communications using Dotdigital • Management of student membership inbox • Conception and development of images, videos, webcasts and presentations • Use of CRM platform to create and log invoices for partnering universities • Maintaining of records and implementing systems to monitor success, engagement and feedback of student members <p>Communications</p> <ul style="list-style-type: none"> • Management of student Twitter/ LinkedIn/ social media platforms • Communication directly to student members, answering queries and offering assistance when required • Provide content for external partnerships and collaborations with opportunities to promote to student audience • Design for marketing collateral – Handbook, posters, brochures etc. • Liaising and offering support to student committee's <p>Event Management</p> <ul style="list-style-type: none"> • Assisting in the creation and running of events, including booking administration, contacting speakers and marketing promotion • Assisting with key flagship events and initiatives, such as the IoD Student of the Year award, IoD £10 Challenge etc. <p>Account Management</p> <ul style="list-style-type: none"> • Support in maintenance of strong and communicative relationships with student members and decision makers at participating universities where required • Attendance at progress meetings with Universities where required and alongside local representatives (Branch Chairmen or Regional Directors) • Assist with all available steps to ensure future renewal and growth • Regular updates of master Excel spreadsheet to manage applications <p>Internal Liaison</p> <ul style="list-style-type: none"> • Alert to opportunities for student promotion or benefits within the activities of other IoD departments • Management of Regions & Branches student activity through CRM, updating regional interests <p>Member Administration</p> <ul style="list-style-type: none"> • Liaison with Membership Ops Department to ensure smooth flow of processing membership data and provision of membership cards and welcome packs • Respond to calls, emails and all queries from Student Members or other relating to IoD Student Membership • Assisting with creation of welcome packs

Key Relationships:	With the participating Universities at both decision maker and administrative level and with the regional offices and volunteer branch committees who will support the key local engagement, as well as the student members, steering committees. All IoD internal departments from digital, marketing, and Regional teams.
Hours:	Monday to Friday, 9.00am – 5.00pm (with flexibility required for occasional events)
Location:	116 Pall Mall, London (with some travel across the UK for University events as required)

Person Specification

Key Personal Attributes	<ul style="list-style-type: none"> • Shows an excellent ability to build and maintain strong internal and external relationships, including those with very senior figures, with professionalism, warmth and trust. • Creative and enterprising mind that can see and maximise opportunities for beneficial collaboration internally and externally whilst always safeguarding the integrity of the IoD brand. • Must be organised, methodical and diligent in maintaining records and implementing systems to monitor success, engagement and feedback. • Will be passionate, persuasive and diplomatic in ensuring the internal value placed on the IoD Student Membership project and its successful integration within the IoD brand and services.
Qualifications/ Experience:	<ul style="list-style-type: none"> • Student or graduate of any discipline with some experience or keen interest in business, communications and marketing • Preferably some marketing and copy writing experience
Knowledge/ Skills:	<ul style="list-style-type: none"> • Technically proficient in all standard office operating systems such as Excel, PowerPoint and Microsoft Word. • Have strong written and oral communication skills in all aspects from formal writing, presentations and social media. • Strong organisational ability • Strong administrative professional