



Confederation of Passenger Transport – Membership & Events Administrator

Job Title	Membership & Events Administrator
Reporting to	Head of Member & Central Services
Place of work	Hybrid working between home and Victoria, London
Salary	£28,000 - £30,000
Type	Permanent

The Confederation of Passenger Transport (CPT) is an independent, not-for-profit, member-based trade body which exists to help the bus and coach industry to provide better journeys for all.

We do this by representing around 800 members ensuring the issues that matter most to the industry are firmly on the political agenda, giving them practical advice and support, and bringing the industry together to build better solutions.

Our dedicated teams in England, Scotland and Wales work closely with members at local and national levels to help them achieve the best possible operating environment. Our members include the largest multi-national transport operations along with small family run businesses. We also represent 150 suppliers who each provide dedicated products and services to the bus and coach industries.

For more information on CPT please visit www.cpt-uk.org

Working at CPT

Our values matter to us. They help us achieve what our members have asked us to and deliver our very best both individually and as an organisation. We are:

- ambitious to make things better for the passengers our industry serves
- inclusive in seeking out different perspectives and
- always there when our members need us

We ask every colleague to live these values as part of their role and ask managers to enable their teams to do so.

Role

To support and enhance the performance of the Membership Team, including event administration, proactively ensuring the quality and compliance of data, assisting in the smooth running of the Head Office and day-to-day membership functions.

The Membership & Events Administrator will build strong relationships across the organisation, working as a key conduit to ensure the successful delivery of services for members.

Working closely with the Head of Member & Central Services and the Membership Engagement Manager, this is a multifaceted role that requires strong administrative skills, excellent communication, and a proactive approach.

Purpose of the role

The Membership & Events Administrator will play a key role in ensuring the smooth running of membership processes and the member experience, help to build resilient systems to aid in collaboration for colleagues and ensure member satisfaction.

The Membership & Events Administrator will also support the successful delivery of a busy events programme which meets the needs of the members, as well as the organisation's objectives.

Membership

- Day-to-day administration including the processing of applications and renewals, engaging with prospective members, answering telephone enquiries and managing general enquiry mailboxes.
- Actively maintain the membership database (Dynamics 365) to ensure accuracy and compliance of data, identify and implement system improvements, produce reports and assist in the tracking of membership trends.
- Assist in the upkeep of the Members Area of the website (including member listings and on-line access).
- Maintain distribution lists and contact preferences.
- Assist in the collation and delivery of a weekly member newsletter.
- Act as a primary contact for CPT Partners on membership matters and send regular updates on membership movement.
- Assist in the delivery and upkeep of the CPT Suppliers Directory.
- Support the development and improvement of member materials.
- Support the member feedback cycle, including member surveys.
- Support the Regional Managers to deliver regionally based activity.

Events

- Support the customer journey from enquiry to post-event materials, including communications, registrations and feedback cycle.
- Ensure the upkeep of the website Events section, the public facing Event Schedule and the internal Events Planner.
- Support the development and delivery of national and regional events, including the National CPT Conference and Annual Dinner, attending in-person when required.
- Sourcing and liaising with venues, AV providers and other relevant parties.

Office Administration

- Support the Head of Member & Central services in administering the day-to-day needs of CPT's head office including office supplies, desk bookings, meeting rooms and diary management.
- Oversee the operation of the main telephone switchboard, monitoring and implementing changes as required.
- Liaise with building management to organise meeting rooms, catering, staff inductions and entry fobs.
- Support the Head of Member & Central Services in the provision of health and safety.
- Provide ad-hoc administrative support to the Chief Executive and Membership Team, including meeting organisation.

Other

- To feed into and support the development of systems and processes to support the continuous improvement of CPT.
- Any other duties within the competence of the post holder which they may reasonably be requested to deliver.

In common with the entire CPT team

- Work in harmony with colleagues and members, communicating in an open and courteous manner.
- Actively and continuously review all work-related activities and suggest areas for improvement.

- Follow all relevant Company policies and procedures.

Person Specification

Essential

- Proficient in the use of the Microsoft suite, including Outlook, Excel, Word and PowerPoint.
- Experience of working with a CRM platform.
- Strong English language written and verbal communication skills.
- Ability to review, evaluate and implement changes.
- Self-starter, motivated, ability to work on own initiative, pro-actively share knowledge.
- Ability to prioritise, well organised with a strong attention to detail.
- A good communicator with excellent interpersonal skills.
- Willingness to adapt and support team activities outside of the 'core role'.

Desirable

- Experience in the passenger transport industry.
- Presentation skills.
- Analytical skills.
- Experience of working in a membership organisation
- Experience of supporting the delivery of an event programme.
- Experience of working with a CMS system.

Employee Benefits

- Hybrid working between home and office (as agreed with line manager).
- Access to private Medical Insurance scheme (following successful probation period).
- Pension scheme with an employer contribution of 8.5% (following successful probation period and with 2.5% employee contribution).
- Non-contributory death in service policy of four times basic salary.
- 25 days annual leave - increasing by one day each year following two full years of service (up to a maximum of 28 days).
- Bank Holidays in addition to annual leave allowance.
- 12 weeks paid Maternity Leave (must have 12 months continuous service as at the beginning of the 11th week before the expected week of childbirth and be entitled to receive SMP).
- Interest free season ticket loan.

For Further information, please contact Jody McBrien (jody.mcbrien@cpt-uk.org), Head of Member & Central Services.