



The professional association for
social work and social workers

BRITISH ASSOCIATION OF SOCIAL WORKERS

Member Engagement and Business Support Officer Scottish Association of Social Work (SASW)

Responsible to: Communications and Public Affairs Officer

Responsible for: Member engagement and business support activities

Overall Objective: To contribute to achieving SASW's overall strategic goals - more members, better services for members and enhancing the standing of the profession by: being a first point of contact for our members, providing practical business support to the Edinburgh office and identifying member needs and membership trends to strengthen recruitment and retention strategies.

Primary Tasks:

- To engage with the SASW membership, analyse membership trends and work with the team to provide advice and guidance to increase membership and maximise retention.
- To provide administrative support and contribute to the production of our events programme.
- To maintain and develop BASW and SASW stakeholder information and databases.
- To maintain and improve SASW's administrative systems including filing systems, invoices and budgetary returns.
- To manage our organisational email and telephone communications.
- To plan and coordinate SASW attendance at external events in order to promote membership and the aims of SASW.
- To provide administrative support to the team and to SASW governance groups (e.g the SASW Committee) including arranging diary dates, support delivery of documents, and minute taking.
- To support the National Director with administrative tasks as and when required.
- To be responsible for health and safety risk assessment in and outwith the office.

Other Tasks:

1. To be positive public face for SASW throughout your duties, promoting the Association.
2. To network effectively across BASW UK teams and with a wide range of external individuals and organisations. To identify developments and opportunities in the external environment.
3. To signpost members and non-members efficiently to the service they require.
4. To deliver brief reports and analysis on issues around membership. To create and analyse short surveys to support engagement with members and other stakeholders.
5. To undertake additional duties as required by the Communications and Public Affairs Officer, National Director or Chief Executive.