



The professional association for
social work and social workers

BRITISH ASSOCIATION OF SOCIAL WORKERS

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

Responsible to: Communications and Public Affairs Officer

Responsible for: Business support and member engagement activities

Overall Objective: To provide practical business support to the Edinburgh office. To support the SASW team and other SASW groups with requests for administrative support and information needs. To deliver a positive response to communications from members. To contribute to achieving SASW's overall strategic goals - more members, better services for members and enhancing the standing of the profession.

Primary Tasks:

- To maintain an efficient business support/administrative system for the SASW office, including filing systems, maintenance of a computerised database, assisting with invoice and budgetary returns. To type reports, papers, to process all incoming and outgoing correspondence, including financial transactions, email and answering the telephone.
- To engage with the SASW membership, analyse membership trends and work with the team to provide advice and guidance with the aim of increasing membership and maximising retention. A key aspect of this part of the role is to provide advice on guidance to the rest of the team on membership trends and activity, with the aim of ensuring the goal of growing the membership has continuity across team activity.
- To provide administrative support to SASW governance groups (e.g the SASW National Standing Committee) including arranging diary dates, support delivery of documents, and minute taking.
- To contribute to the production of our events programme and provide the administrative support our events require.
- To contribute to the development of BASW and SASW stakeholder information and databases.

- To plan and coordinate SASW attendance at external events in order to promote the aims of SASW and the Association.
- To be responsible for health and safety risk assessment in and outwith the office.
- To demonstrate excellent technical skills, in particular on MS Teams, Word, Excel and Outlook

Other Tasks:

1. To work with the SASW Team and Committee to achieve the goals and objectives of the SASW Strategic Plan and to contribute to its development, delivery, monitoring and evaluation against BASW's Vision and overall strategic objectives.
2. To act at all times as the public face of SASW and the Association during frontline duties such as telephone contacts, written correspondence, meetings, events, email and any other opportunities to promote SASW/BASW.
3. To demonstrate effective networking skills with a wide range of organisations.
4. To assist with membership recruitment work and communicate with members about leaving, joining and any other matters, in conjunction with the UK Membership Team.
5. To maintain an awareness of the Association's overall activities in order to signpost members and non-members efficiently to the service they require. To be aware of developments and opportunities in the external environment.
6. To help team members and BASW members get the information they need and deliver brief reports and analysis on issues around membership. To create and analyse short surveys to support engagement with members and other stakeholders.
7. To provide administration support to the team and other duties as requested by the Communications and Public Affairs Officer, National Director or the Chief Executive.
8. To work co-operatively and effectively with BASW UK staff and services in order to meet the organisation's strategic objectives.
9. To undertake additional duties as required by the Communications and Public Affairs Officer, National Director or Chief Executive.