

# CUBO Admin Support Officer

## Job Description

1 Year Fixed Term, 21 hours a week

### We are...

The association for commercial and campus services professionals in higher and further education, whose responsibilities include the strategic development, management, and operation of both in-house and outsourced services.

Our members represent the majority of UK and Irish Higher Education institutions. CUBO has strong relationships with many other Higher Education associations and organisations, both nationally and internationally.

Our members hold responsibility for a wide range of services: residential, catering, hospitality & retail, conferencing and events, sport, security, print and design, transport, cleaning, childcare, customer services and maintenance among others. They make a difference to the experience of every student who chooses to study, work, and live at their university.

CUBO is also the home of the UUK/GuildHE Accommodation Code of Practice (The Code). Where a student lives is a key part of their experience, especially in their first year. The Code is there to protect their rights and assure a safe, good quality place to live. Members signed up to the Code have their accommodation independently audited every 3 years to ensure compliance with the standards required. It is our role to ensure that this is delivered efficiently, accurately and to the requirements laid out by the legislation it represents.

### We are looking for...

A CUBO Admin Support Officer to support our team across CUBO operations. This is a highly varied role, supporting membership administration, learning and development (L&D), regional and special interest groups, marketing administration, and events along with occasional support to the UUK Code. You will have excellent organisational skills and the ability to work equally well independently and as part of a team, and you will be able to effectively prioritise tasks and balance competing requirements of the work.

Our team of home-based staff are located in different parts of the UK and operate virtually through regular calls, virtual meetings and together at physical meetings and conferences we run annually. This role will be home-based and include occasional travel for meetings and conference support, with occasional overnight stays.

This role is for 21 hours a week, and is a fixed term post for 1 year.

The post-holder reports to the CUBO Executive Director and will support the CUBO Events and Engagement Manager. This role has no line management responsibilities.

# You need to be...

Someone with **excellent organisation and administrative skills**, who understands the important role that databases play in modern organisations and has a great knowledge of **office IT software**.

Because you will need to...

- Manage all aspects of membership administration including working with PHES on new applications, renewals, and membership queries.
- Maintain accurate and up-to-date records on the membership database.
- Support the administration of programmes and all activities for the Living Black in Universities (LBU) Commission.
- Coordinate documentation, scheduling, minute taking, and communication for all LBU meetings.
- Provide administrative support for L&D activities including logistic planning, scheduling, material preparation, and attendee communication.
- Act as the main administrative contact for all CUBO Regional and Special Interest Groups and facilitate the end-to-end delivery of group meetings.
- Provide administrative support to the Executive Board including meeting scheduling, distribution and tracking of meeting agendas and related documents.

Someone able to support your colleagues in the **organisation and delivery of events**

Because you will need to...

- Provide administrative support to the Events and Engagement Manager in the planning and execution of CUBO events.
- Assist in the registration processes, invoicing, and administration related communications with attendees and stakeholders.
- Provide in-person and virtual support for the delivery of all CUBO events.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Be proactive, flexible and have a solution-orientated approach to work.
- Be reliable, discreet and respectful of confidentiality.
- Have a positive and professional attitude with a commitment to delivering a high standard of service.
- Have a willingness to learn and adapt to new systems and processes.
- Undertake any other duties as directed by the Executive Director.
- Commit to always observing the organisation's Equity, Diversity and Inclusion Policy.

## You need to be someone with...

- Proven experience in administrative roles, ideally within membership organisations or events management.
- Excellent organisational and time-management skills, with ability to prioritise multiple tasks and meet deadlines.
- Strong written and verbal communication skills, with attention to detail.
- Confident user of Microsoft Office 365 Word, Excel, SharePoint, PowerPoint, and Teams.
- Familiarity with CRM systems or event management platforms.
- Comfortable working independently and collaboratively within a team environment.
- Ability to engage professionally with a wide range of stakeholders including members, volunteers, and board members.

## You might also have...

- Experience working in a membership organisation.
- Experience working within events management.

## We will offer...

- A home-based post (1 year fixed term, 21 hours a week)
- A competitive annual salary up to **£23,881 - £27,644 (pro rata)** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday** pro rata, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.