

# Role Profile: Regional Support

<b>Job Title</b>	Swiss Member Support Assistant (part time)
<b>Grade</b>	
<b>Department</b>	Regional Development
<b>Reports to</b>	Swiss Representative

## Position Summary

The role exists to provide:

- a comprehensive administrative support to the Swiss representative to assist in the development of member services
- to ensure the smooth running of the member communications in the region

## Supervisory Responsibilities

The supervisory responsibilities of this role are to:

- work on a peer-to-peer basis with other members of teams internally and externally

## Main Duties

The main duties of this role are to:

- administer all member communications
- liaise with colleagues and external contacts to research and book appropriate event facilities
- prepare, organise, co-ordinate and manage appointments, meeting and events
- produce documents and correspondence as requested
- order and maintain stationery and equipment
- devise and maintain office systems
- respond to enquiries by telephone and email
- provide regional support to the Head Office administration function
- produce correspondence and documents as requested
- provide support to other departments within IPAF as required

## Skills and Qualifications

To be successful the role holder will:

- be a German native speaker with a good working knowledge of English, French.
- Understand Italian
- actively listen and interpret instruction effectively
- communicate clearly and effectively
- demonstrate excellent writing skills, attention to detail and systematic implementation style when working
- demonstrate good organisational skills and interdisciplinary thinking
- work effectively with the Microsoft Office suite
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## Experience required

To be successful the role holder will have:

- relevant work experience in a similar environment or relevant education

## Responsibilities and Attitude

To be successful the role holder will be:

- a clear thinker under pressure
- able and willing to multi task across the business
- patient and composed when communicating with members and colleagues
- professional always in their dealings with colleagues and members
- demonstrate excellent customer service
- be an exceptional team player
- interact effectively with colleagues to ensure information is current and well disseminated

## Specialist Training required

To be successful the post holder will have or be willing to undertake:

- continual systems training as required