

Job Description : NFTMO Administrator / Co-ordinator

Employer : National Federation of Tenant Management Organisations Ltd (NFTMO)

Job title: NFTMO Administrator / Co-ordinator

Hours: 3 days per week (21 hours)

Reports to: Executive Committee of the NFTMO

Line Management provided via NFTMO NEC HR sub committee

Job Purpose: To provide advice and administrative assistance to the Executive Committee of the National Federation of Tenant Management Organisations and to work with and for the Executive Committee members to implement their policies, projects and services in providing leadership in the sector.

Key Roles and responsibilities

- Support the executive on its strategy, policies, services and projects.
- Support the officers in managing the NFTMO finances
- Liaise with outside organisations
- Provide a focal point for internal and external communications
- Respond and act on the instructions of the executive
- Encourage and support participation in the executive committee
- Ensure that the NFTMO website and other platforms of communication are maintained and updated.
- Help the NFTMO to maintain a national profile
- Co-ordinate the development and provision of projects and services.

Detailed roles and responsibilities

1. Provide leadership across the organisation, sustaining the confidence of members in the work of the NFTMO, and in co-operation with the Executive maintaining a sense of direction and vision in accordance with the NFTMO objects.

- Update annually the NFTMO business plan, on instruction from the Executive

- Ensure that key policy and strategy issues are brought to the attention of the Executive, that Executive meetings are well serviced, and that decisions are followed through
- Help plan any NFTMO-wide Executive meetings, training days or other events as directed
- Be available for all members, ensure that they are consulted and listened to effectively, and help NFTMO to effectively listen and respond to issues of members.

2. Ensure that the financial and business aspects of the organisation are well managed

- Support the Executive and Treasurer
- Meet Officers, Members and advisors as appropriate to ensure reports are prepared for Executive
- Work closely with the Chair and Executive to ensure that excellent operational policies and procedures are developed and maintained, and best value offered to members and clients
- Ensure that the actions of the Executive Officers are communicated to the Executive and that the membership are informed of the work of the Executive
- Liaise with external professional advisers (e.g. consultants, solicitors, accountants), as appropriate.
- Support the Executive to ensure the upkeep of membership records, the recruitment of new members and the collection of subscriptions.

3. Deliver and support NFTMO projects, ensuring new and important initiatives are taken forward and that quality is maintained

- Support the executive in identifying important new opportunities and in obtaining funds for work in these areas
- Contribute to and on occasions lead the organisation in the running of seminars, conferences and training events
- Ensure NFTMO develops and operates effective quality control and assurance systems

4. Ensure that NFTMO is informed about government and other relevant policy developments and is in a position to influence and act upon them

- Ensure the NFTMO Executive, is informed of, and responds to, policy developments and other issues relating to NFTMO's work and that these are communicated to the membership in good time.
- Ensure the Executive participates in external joint initiatives to review and develop policies, as they relate to tenant management
- Help NFTMO develop effective relationships with important, relevant organisations e.g. government departments, the Social Housing Regulator, housing trade bodies, and the other national tenant organisations

5. Ensure effective internal and external communication and promote and enhance NFTMO's image and reputation. Develop and maintain effective relationships with other organisations

- Help NFTMO predict, identify and realise opportunities for new initiatives
- In liaison with the Executive, draft articles for journals and publications, and support other members in doing so
- Produce NFTMO briefing notes, newsletters and publicity in liaison with the Executive
- Identify key national events and help ensure that NFTMO is represented at them
- Manage the NFTMO website and other social media platforms
- Co-ordinate communications with members
- Co-ordinate press releases and publicity
- Co-ordinate the maintenance and use of databases and mailing lists
- Act as a focal point for internal and external communications, particularly by telephone and email

6. Co-ordinate the work of the NFTMO in promoting tenant led management to landlords and tenants

- Ensure that promotional material and information is up to date and fit for purpose.
- Work with the Chair to co-ordinate a response to enquiries.

7. Help to ensure the NFTMO is well governed.

- In conjunction with the Company Secretary and other Executive Committee officers, help to ensure the NFTMO acts in accordance with its rules and policies

8. Record – keeping

- To have primary responsibility for compiling, maintaining and organising NFTMO records
- To provide regular reports about communications, internal and external, and work carried out by the co-ordinator, chair and NEC members between NEC meetings, to enable the Executive to manage current work and plan for the future

9. Other duties and responsibilities

The postholder may be asked to carry out other duties and responsibilities that are not specified in this Job Description but are fully consistent with the role as described