

Role Profile: Assistant Secretary of West Ham United Supporters' Club

Position Summary:

The Assistant Secretary of WestHam United Supporters Club supports the smooth operation by assisting the Secretary in managing administrative tasks and event coordination. The role requires effective communication with the Secretary, Committee members, club members, overseeing record keeping, and upholding the club's standard of service and professionalism.

The Assistant Secretary will work with the Secretary to ensure that all duties of the Secretary are completed either by assisting the Secretary or taking ownership of specific duties that have been delegated by the Secretary.

Key Responsibilities

1. Meeting Management and Documentation

- Prepare agendas for Committee meetings in consultation with the Secretary and the Chair and distribute to Committee members in a timely manner.
- Take and maintain accurate minutes of Committee meetings, recording all decisions and ensuring timely distribution to Committee members.
- Track and follow up action items from meetings to ensure timely completion.
- Organise and document the club's annual general meeting (AGM) and any special general meetings including notifying members, preparing documents, and recording minutes

2. Record Keeping and Compliance

- Maintain all official club records, including minutes, policies, bylaws, contracts, and membership rosters.
- Ensure compliance with the club's Constitution, policies and legal regulations keeping records current and accessible.
- Prepare and submit any required documentation for regulatory compliance, including licenses and government requirements.
- Oversee the safekeeping of confidential documents and protect member information as per data privacy guidelines.

3. Member Communication and Engagement

- Serve as the primary point of contact for general member inquiries, ensuring timely responses and information is accurate.
- Coordinate the distribution of club communications, including meeting notices, newsletters, and event invitations.
- Support the Committee in communicating policies, updates, and information to members.

4. Event and Administrative Support

- Assist with the organisation and documentation of club events, ensuring appropriate records are kept.
- Work with fellow Committee members to support the planning and documentation of special events, AGM's, and other gatherings.
- Coordinate the preparation of reports and presentations for Committee meetings, AGM's, and member communication.

5. Governance Support

- Act as a resource on the club's Constitution, governance practices and rules advising the Committee and members as needed.
- Facilitate Committee member adherence to governance practices by providing materials and background information on club policies.
- Support the Committee in maintaining effective governance practices, foster transparency, and accountability within the club.

Qualifications and Skills

- **Administrative Experience:** Previous experience in an administrative role, ideally within a club, association, or membership-based organisation.
- **Organisational Skills:** Exceptional attention to detail, with an ability to manage multiple tasks, deadlines, and priorities.
- **Written Communication:** Strong written communication skills to produce accurate professional meeting minutes and club correspondence
- **Technical Proficiency:** Proficiency in office software (e.g. (Microsoft Office, Google Workspace) and familiarity.
- **Interpersonal Skills:** Strong interpersonal skills for effective communication with Committee members and general members.

Key Competencies

- **Integrity and Confidentiality:** Maintains high ethical standards, respect confidentiality and protect member information.

- **Time Management:** Demonstrates excellent time management abilities, with flexibility to attend and document Committee meetings, AGMs, and club events.
- **Commitment to Accuracy:** Committed to producing clear detailed and error free documentation.
- **Governance Knowledge:** Familiar with organisational governance, the club's Constitution, and compliance requirements, with a dedication to supporting good governance practices.

Time Commitment

The Assistant Secretary role requires a flexible commitment of time, including attendance at regular Committee meetings, club events and other engagements, as necessary.

Last updated: 24/02/25