

# **Role Profile: Secretary of West Ham United Supporters' Club**

## **Position Summary:**

The Secretary of WestHam United Supporters Club is a pivotal administrative and governance role responsible for ensuring effective communication and organisation. The role requires a dedicated individual who is passionate about supporting the club's activities and fostering a positive environment for all members.

The Secretary is the custodian of all club records, managing meeting documentation and upholding compliance with the club's Constitution and legal requirements.

The position requires a highly organised individual with attention to detail, v excellent communication skills, and a commitment to the clubs' ethos and an ability to work collaboratively with the Committee and members.

## **Key Responsibilities**

### **1. Meeting Management and Documentation**

- Prepare agendas for Committee meetings in consultation with 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. Governance Support**

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

## **Qualifications and Skills**

- **Administrative Experience:** Proven 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 Secretary role requires a flexible commitment of time, including attendance at regular Committee meetings, club events and other engagements, as necessary.