At SESAM - Society for Simulation in Europe, we are dedicated to improving healthcare by promoting excellence in simulation-based education, safety, research, and innovation. We connect professionals across Europe and around the world to strengthen practice, inspire collaboration, and drive meaningful improvements in patient care. Our over 650 members from all over the world have a wide and varied background within healthcare and medical education, with a shared interest and passion in medical simulation.

As well as the association's increasingly successful Annual Meeting, we offer year-round opportunities for engagement with existing members and the wider healthcare community through forums, online events and other initiatives.

This is an exciting time to join our small team as we bring services in house.

Secretariat and Association Management Administrator

Reports to: Executive Director

Minimum of 30 hours per week.

The Secretariat and Association Management Administrator provides core operational support for SESAM, ensuring high-quality membership services, effective digital platform management and reliable administrative coordination. The role supports the Executive Director and contributes to the smooth running of SESAM's year-round activities, member engagement and delivery of the SESAM Annual Meeting.

Key Responsibilities

Membership Management

- Respond to member enquiries promptly and professionally.
- Monitor membership trends and support retention activities.
- Ensure GDPR-compliant handling of member data.
- Maintain and update the membership database if required.
- Process applications, renewals, payments and membership category changes if required.

Digital and Website Management

- Maintain and update website content, governance documents, news items and event information.
- Oversee functionality of membership portals and digital resources.
- Coordinate with external providers for technical support when required.
- Support virtual meetings and webinars including scheduling and basic troubleshooting.
- Maintain consistent brand identity across digital channels.

Communications and Member Engagement

- Distribute newsletters, announcements and member updates.
- Support social media activity in line with brand guidelines.
- Assist with communication plans for year-round member engagement.
- Contribute to content creation for online forums and community initiatives.

PCO Liaison

Liaise with PCO to ensure successful delivery of Annual Meeting, including but not limited to:

- Daily delegate and exhibitor registrations, payments, invoices, refunds and category checks.
- Timely and professional responses to registration enquiries including membership verification, payment issues.
- Production of registration dashboards and financial reconciliation reports for SESAM leadership.
- Data quality and ensure GDPR compliance.

Administrative Support

- Provide administrative support to the Executive Director and Executive Board.
- Prepare agendas, briefing packs, minutes and follow-up actions.
- Maintain organised records, archives and document libraries.
- Coordinate projects and committees as required.

Required Skills and Experience

- Experience in association management, membership management, administrative operations or other relevant roles.
- Strong organisational and multitasking skills.
- Competence with membership databases and digital platforms such as MSO365, WordPress and Odoo.
- Excellent written and verbal communication skills in English.
- Understanding of GDPR and data privacy requirements.
- Ability to work collaboratively with volunteers and external partners.

Personal Attributes

- High attention to detail.
- Ability to work independently and manage competing priorities.
- Flexibility and a proactive approach to problem solving.
- Strong integrity and confidentiality.
- Demonstrated ability to work collaboratively.
- Willingness to travel internationally for meetings.

Contract Terms

- Minimum of 30 hours per week.
- Contracted party may be a self-employed individual.
- Contractor responsible for all taxes, insurance and statutory obligations.
- Remote working with mandatory attendance at key meetings and events.

Applications

Please send CV and a short summary of relevant experience to executive.director@sesamsociety.org by 10 November 2026.

Interviews will be held in the week commencing 16 November 2026.