

JOB DESCRIPTION

Title of Post:	Association Manager
Location:	Fitwise Office, Bathgate (hybrid office/home working schedule)
Responsible to:	Senior Association Manager
Subordinates:	Nil
Date Issued:	November 2025

Job Purpose:

To provide high-level, comprehensive secretarial, administrative, and organisational governance support to Fitwise clients, ensuring seamless and efficient operations.

Main Duties and Responsibilities:

Organisational governance:

- To develop an in-depth understanding of clients' memorandum and articles of association, constitutional matters, and governance obligations.
- To provide advisory support to clients regarding their memorandum and articles of association, constitutional matters, and governance requirements to ensure compliance.
- To exhibit leadership qualities, including proactive problem-solving and decision-making to support clients.
- To proactively identify opportunities for process improvement and implementing solutions.
- To project manage specific client assignments to a high standard.
- To maintain confidentiality of highly sensitive information.
- To seek out and promote organic business opportunities for Fitwise.

Administration:

- To coordinate and attend regular client meetings, both in person and virtually.
- To accurately produce high-level, formal meeting minutes.
- To arrange meeting necessities such as venue, catering, travel, and accommodation
- To coordinate and deliver webinars.

- To manage complex office administrative work requiring the use of independent judgment and initiative.
- To efficiently oversee and manage client email account/s, including handling incoming and outgoing correspondence, organising emails, prioritising and responding promptly to inquiries, and ensuring effective communication with clients in accordance with company protocols and standards.
- To compile data and present comprehensive reports to the client.
- To efficiently manage client files and documents, utilising platforms like Microsoft Teams.
- To maintain meticulous record-keeping practices to ensure the accuracy and integrity of client files.
- To draft, coordinate, implement, and ensure timely review of all Standard Operating Procedures (SOP), maintaining compliance with specified time frames.
- To attend client annual conference/s to provide onsite support.
- To serve as the primary point of contact for all inquiries.
- To process client expenses for payment.
- To update client website/s.
- To update official governing body records (e.g. Companies House & Charities Commission)
- To manage external consultation process.
- To manage client election and voting process.
- To develop timelines and adhere to them diligently.
- To prepare for and actively participate in client Annual General Meetings (AGMs).
- To provide administrative support to client subcommittees.

Other Duties

- To provide Executive Assistant cover for colleagues during period of absence.
- To manage client membership databases as required.
- To provide administration support for other areas of the clients' business as required.
- To undertake other duties as required by Fitwise Management Ltd

Skills / Knowledge and Qualifications:

Secretariat experience:

- Educated to a minimum of HNC level in a relevant area, such as business studies, secretarial or IT.
- Experience working as a Personal Assistant (PA) or Executive Assistant (EA).
- Proven ability to interact with those working at executive/director level.
- Experience in delivering high-quality administrative support.
- Experience in coordinating and managing in-person and virtual meetings.
- Experience in coordinating and managing webinars.
- Expertise in producing high-level, formal meeting minutes.
- Possess at least a basic understanding of associations/societies/membership organisations/charities.
- Possess at least a basic understanding of memorandum and articles of association, constitutional matters, and governance.

Soft skills:

- Exemplary written and verbal communication skills.
- Ability to deliver clear and concise reports.
- Strong interpersonal skills for client interactions and team collaboration.
- Exceptional organisational and time management skills.
- Ability to prioritise tasks and manage multiple projects simultaneously.
- High level of accuracy and attention to detail in all aspects of work.
- Ability to maintain thorough and precise records.
- Strong commitment to providing excellent client service.
- Maintains a professional demeanour.
- Proficient in using Microsoft Office Suite, in particular Outlook, Word, Excel, PowerPoint, and Teams
- Confident in using digital tools and platforms.

Desirable:

- Experience in a similar role or with associations/charities or third sector.
- Experience in writing policies, processes and procedures.

Working Environment:

The post holder will be predominantly office based at Fitwise's head office in Blackburn House, Seafield, West Lothian. There will be some travel required throughout the UK, and potentially overseas, to attend both client meetings/events (approximately 10 nights throughout the year). The post will require some work outside normal working hours including evenings and at weekends.

This job description is not meant to be definitive and may be amended from time to time to meet the changing needs of Fitwise Management Ltd.