

HELOA Office Annual Report 2023

Overview

The office continues to be based at Edge Hill University which provides stability for HELOA and the office staff through the provision of IT, HR, training and the support of key contacts at Edge Hill. The office is comprised of Dawn McClintock, Office Manager working 30 hours per week and Louise Povey, Office Assistant working 21.75 hours per week.

Office Provision

The office core responsibilities support the Association to function effectively: support and advice is provided for members and enquirers; memberships are processed efficiently; and members are well informed with HELOA communications.

The table shows the number of memberships processed between November 2022 and November 2023.		Individual	Institutional
	Membership numbers 16.11.22	1713	150
	Members Added	838	3
	Members Removed	609	0
	Membership numbers 16.11.23	1942	153

The office has responsibility for ensuring all member institutions remain up to date with financial remunerations to the Association and leads on ensuring HELOA is GDPR compliant. The office also helps to facilitate national training events, UK committee meetings and the Annual General Meeting. The office has continued to develop and take on more responsibilities, this along with the added responsibility of invoicing for national training events and consolidating payments, necessitated increasing the office assistant's hours from 0.4138 to 0.6.

Key Developments

OFFICE SYSTEMS & PROCESSES: To support with data security, communication, information sharing and continuity, HELOA Google accounts were created for all groups, VC (Membership & Administration) and the Associate Member Representative.

MEMBERSHIP: The office along with the VC (Membership & Admin) updated the Primary Contact Role Descriptor to support primary contacts in their role and support institution and individual members' engagement. The honorary membership offering was reviewed and updated and the office has developed induction materials to support the engagement of incoming committee members.

Thanks

A massive thanks as always to Louise Povey, Andrew Cooper and all of the committee members for the incredible support they have provided to the office.

Dawn McClintock
HELOA Office Manager

Louise Povey
HELOA Office Assistant

November 2023

Name

Role

November 2023