

Name:

Department (and Section where appropriate): Membership & Training

Grade: G2

Job Title: Membership Administrator

Immediate Line Manager (Job Title): Membership Officer

Job Purpose

To provide timely, efficient and effective administrative support to the membership activities.

Main Duties (including % of time spent)

- Effective and efficient administration and housekeeping of CRM system (20%)
- Effective and efficient administration of membership renewals (invoices, purchase orders, certificates, correspondence), adjustments, resignations and member service accounts (50%)
- Liaising with colleagues across the organisation including finance and administrators from scientific teams, on membership matters (20%)
- Timely, effective and efficient admin support to HOD, Membership Officer and Membership Development Officer; (combined 10% with remaining duties)
- Resolving problems with both internal/external clients satisfactorily
- Support implementation and usage of new CRM system

Knowledge, Skills & Experience

- Good standard of education (minimum of 5 GCSEs including English & Maths).
- Minimum of 2 years' experience in an administrator role with a passion for effective administration.
- Excellent verbal & written communication skills, at all levels.
- Fully proficient in the use of Microsoft Office.
- Excellent organisational skill with an ability to work to deadlines and under pressure.
- Flexible character with proven ability to juggle priorities
- Proactive can-do attitude
- Demonstrable attention to detail, with a passion for effective administration
- Confident, positive and mature approach to dealing with clients with proven ability to handle potentially difficult conversations
- Experience in using a CRM system would be beneficial

KEY TASKS & RESPONSIBILITIES

1. Communications

- Verbal and written communications with internal/external clients.
- Imparting accurate information.
- Telephone conversations - often first point of contact; sometimes difficult conversations
- Email communication with clients
- Face-to-face interaction
- Able to explain the benefits of membership in general terms

2. Analytical Skills & Creativity

- Prioritisation of deadlines, meeting the demands of multiple customers' needs to ensure all clients receive same level of service.
- Ability to recognise specific requirements of a particular client and involve colleagues across the organisation as and when needed in a timely manner

3. Management of Activities

- Prioritise tasks and programmes of activities
- Responsible for administrative requirements for membership activities
- Planning own workload to provide consistency of delivery.
- Ensuring that systems are fit for purpose and making recommendations for improvements.
- Respond to clients in a timely manner

4. Management of People

Director – Head of Department – Membership Officer - JOB HOLDER

5. Management of Finance & Resources

- Responsible for purchase orders, invoicing, Member Service Accounts, liaising with Finance.

6. Autonomy & Accountability

- Personal responsibility for the administration of membership tasks.
- Ability to work independently and largely autonomously within a team structure.

7. Working Environment

- Primarily desk based at the Chipping Campden site

8. Other designated job roles (Please tick those applicable)

Quality Co-ordinator
 Safety Co-ordinator
 First Aider
 First Aid Leader
 Fire Officer
 Fire Leader
 Software Co-ordinator
 Trained internal Auditor
 Equipment Officer
 Departmental Archivist
 Hygiene Manager
 Process Hall Manager
 Event Director
 Risk Assessor
 Biological Safety Officer
 Safety Representative
 Safety Committee Member
 Sample Receipt Steward
 Authorised Driver (in line with Car Policy)

DSE User**Manual Handler****Signed & Dated**

Job Holder Date

Line Manager Date