

## **Membership Support Officer**

Working with and assisting Senior Management Team, HQ and Regional Staff, this role provides the first point of contact for members and is critical to member service delivery, recruitment and retention.

### **Main Tasks**

- Dealing with enquiries from members and potential members
- Responsibility for all aspects of the membership Act database
- Providing a key role in recruitment and retention of members including dealing with membership queries, processing membership applications, managing prospect pipeline and providing support to the recruitment process.
- Assisting in the production and updating of recruitment material and application forms
- Dealing with subscription renewals
- Assisting with member communications through a variety of means
- Managing membership related tasks allocated to other staff
- Production of membership reports
- Dealing with member access to benefits and services
- Providing membership related support to regional and policy staff
- Working with finance function to keep membership records and status up to date
- Assisting with debt control
- Assisting with gathering of membership information
- Assisting with the delivery of events, including taking bookings and attending certain key events

### **General office duties**

- Main receptionist for the office
- Membership related filing
- Outgoing mail
- Other general office duties as required

### **Person Specification**

- Self motivated, and able to work on own initiative
- Experience of directly working with customers, clients or members
- Skilled in use of database, preferably Act
- Skilled user of excel and other MS office products
- Knowledge of accounts processes and software is desirable but not essential
- Able to prioritise workload and work to deadlines
- Excellent communication skills and personable telephone manner
- Attention to detail
- Solution focused