

JOB DESCRIPTION

Job Title	Membership Coordinator
Department	Membership
Responsible For	To develop, promote, co-ordinate and administer the membership applications and renewal processes and maintain membership records.
Salary	£18,500 – 19,500
Reports to	Membership Team Leader

Job Purpose:

To develop, promote, co-ordinate and administer the membership applications and renewal processes and maintain membership records.

Main Duties and Responsibilities:

- To process all new applications:
 - Ensuring applications are administered and processed efficiently and in accordance with agreed timescales
 - Ensuring that all relevant checks are undertaken and that the correct information is obtained and input to the membership records.
 - Ensuring the correct grade is assigned and appropriate paperwork issued to members efficiently.
- To process membership upgrades:
 - Ensuring that all relevant checks are undertaken, and that the service or qualification the member has is correct/approved by the Association; and issue letters/certificates/invoices as necessary.
- To process membership renewals:
 - Ensure that subscription payments and membership renewal forms are obtained from relevant members promptly and efficiently.
 - To deal with renewal queries and issuing of receipted invoices.
 - To administer renewals via Company invoicing.
 - To administer all new Direct Debits liaising with Finance to ensure collection of fee.
- To maintain high quality membership records:
 - Ensuring records are updated correctly and promptly.
 - Contacting members for missing information.
 - Obtaining and updating branch information.
- Check and approve Continuing Professional Development (CPD) submissions.
- Provide excellent customer service to members and potential members:
 - Responding to calls, emails and letters promptly ensuring queries are answered in full.
- Assist where necessary with the posting of renewal confirmation packs, welcome confirmation packs and reminder letters.
- To maintain stock levels of welcome packs and general membership stationery
- Assist where necessary with processing orders received via the online store, including requests for logos.
- Undertake any other duties that may be requested by the Membership Team Leader or Membership Manager, such as reception cover.

Key working relationships:

- Members and potential members
- Membership Team Leader



- Membership Manager
- All other departments

Job Requirement / Skills

- Working knowledge of Microsoft office
- Excellent Customer service skills
- Excellent oral and written communication skills
- Experience with customer relationship management (CRM) systems

Education / Experience:

- Level 2 in Business Administration or equivalent
- GCSE in Maths & English or equivalent
- Business administration experience
- Membership body experience desirable