

MEMBERSHIP COORDINATOR

JOB DESCRIPTION

Job title	Membership Coordinator
Department	Membership/Membership Documents
Office location	Arbon House, 6 Tournament Court, Warwick, CV34 6LG
Responsible for	Ensuring membership obligations are met, providing administrative support
Salary	£22k pa
Reporting to	Membership Documents Team Leader

JOB PURPOSE

The focus of the role is to support the Membership and Membership Documents team with administrative support and to ensure quality of members and company data through data cleansing activities and general administrative support.

Main Duties and Responsibilities:

- To support the teams by:
 - Managing email inboxes, responding appropriately and in good time and filtering emails to appropriate team members/Teams
 - Make appropriate verification checks for organisations and Principal, Partner and Directors (PPDs), including company checks, legal entity checks, and full PPD checks.
 - Record information received accurately on the membership database
 - Contact PPD members to obtain required company information and collect payment as required
 - Processing and approval membership and company join and renewal applications
 - Keep accurate records of phone calls and correspondence on the system
 - Maintain documentation of current processes for duties undertaken within the role
 - Answer and action any telephone and email enquiries received
- To request, obtain, validate, record and maintain records evidencing member and company compliance with rules. This includes professional indemnity insurance and accountant's reports, by:
 - Contacting members and new applicants to request regulatory documentation
 - Validating and recording on the database, company membership documents received
 - Accurately recording Client Money Protection (CMP) levy payments including investigating and resolving CMP payment queries/anomalies
 - For new members and applicants and on an ad-hoc basis, obtaining evidence of independent redress, registration with HMRC for Anti-Money laundering, ICO and RICS, or law society regulation
 - Dealing with any business changes and adding any additional businesses if needed
- To support data cleansing activities by:
 - Reviewing records
 - Amending records
 - Identifying data anomalies
- Other relevant duties for the Membership Teams as required.

Key working relationships:

- Members and potential members
- Membership Documents and Membership Team Leaders
- Membership Manager
- All other departments

Job Requirement / Skills

- Working knowledge of Microsoft office
- Excellent Customer service skills
- Excellent oral and written communication skills
- A basic understanding of legal entities is desirable.
- Experience with customer relationship management (CRM) systems.

Education / Experience:

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