



MEMBERSHIP OFFICER JOB DESCRIPTION

TITLE:	Membership Officer
ORGANISATION:	British Society of Echocardiography (BSE)
SITE:	BSE Offices (Currently Southwark, London)/ home working
HOURS:	35 per week (part- time considered)
SALARY:	Salary £26 - 28,000
ANNUAL LEAVE:	20 days per annum (excl. Bank Holidays) as per contract/handbook
OTHER BENEFITS:	Pension scheme (On completion of probation) Interest-free season ticket loan (discretionary subject to Executive Director)
REPORTING TO:	Executive Director
WORKING CLOSELY WITH:	Marketing and Education Manager Finance Manager

THE ORGANISATION

The Society is a registered charity and is administered by an Executive Board and an elected Council. Membership is open to everyone associated with echocardiography including cardiac physiologists, clinical scientists, cardiologists, radiologists, anaesthetists and junior doctors; veterinarians, medical physicists and radiographers and currently stands at over 4,000 members.

JOB CONTEXT

The primary role of the Membership Officer is to facilitate a strong and engaged membership. The Membership Officer is the main contact for all BSE members and prospective members regarding their membership enquiries, applications and renewals. They are responsible for efficiently providing membership administration and support services to BSE's 4000+ individual members.

Purpose and Scope:

The Membership Officer will be expected to propose and implement membership recruitment strategies (in collaboration with the Executive Director). They will act as the primary point of contact for all enquiries about individual membership, providing an excellent level of service, converting prospects to members and ensuring current members renew.

The Membership Officer will be a CRM super user and maintain an efficient membership administration, including encoding invoices and updating the database, analysing and reporting on the membership evolution and the state of the membership. They will work with the Marketing Manager and Finance Manager to develop and deliver processes and activities to achieve an effective membership renewal process and meet retention and recruitment targets.

Major Duties & Responsibilities: The Membership Officer carries out tasks including:

1. Work with the Executive Director to develop and implement membership recruitment strategies.
2. Deliver an excellent level of service to members, ensuring well-informed and prompt responses to membership enquiries, cost efficiency and system development.
3. Develop a thorough knowledge of BSE members ensuring we identify any emerging trends, aspirations, behaviours and needs.
4. Develop and implement tools, channels and activities to ensure a smooth membership sign up and payment process, as well as strong membership engagement, whilst accurately maintaining, recording and updating the CRM database.
5. Work with the Finance Manager to ensure correct processes are in place to maximise the efficiency of the CRM in terms of membership subscription payments including direct-debits. Send out invoices, reminders, and follow up on payments.
6. Ensure the CRM database and individual membership records are maintained in line with GDPR.
7. Provide regular data and statistical analysis to the Executive Director regarding recruitment and retention activity such as: new member route, recruitment & retention results against target, potential and actual lapses.
8. Provide consistently high-quality customer service to members and prospective members through all forms of communication including: phone, email, letter and face-to-face.
9. Develop a thorough knowledge of the CRM database system. Train other staff on database inputting and data extraction where necessary.
10. Responding to all tasks set by the BSE Executive Director in a timely and effective manner; to assist/cover other staff members when required.

11. Attendance at team and organisational meetings as required, including the Annual Meeting
12. Adhere and comply with the provisions of the BSE Health & Safety Policy.
13. Undertake all duties and responsibilities in compliance with the rules and regulations encompassing Equal Opportunities and the Staff Rights and Responsibilities.
14. Any other duties as may be reasonably expected, and which are commensurate with the level of the post.

PERSON SPECIFICATION

<p>Experience & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Experience of working within the membership function of a professional organisation • Strong skills and experience in using a membership CRM database • Sound knowledge and experience of using key applications (e.g. Excel, Word) • Excellent communication and interpersonal skills • Keen attention to detail and accuracy in recording statistical data and providing reports • Excellent organisational, administrative and time-management skills • Knowledge of principles of GDPR <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in a multi-tasking small team • Empathy with the not-for-profit sector • Understanding of the role of medical societies and/or the NHS
<p>Attributes</p>	<ul style="list-style-type: none"> • Self-motivated, able to prioritise work to meet tight deadlines • Confident person, able to communicate with people at all levels • Customer-focused • Friendly, approachable manner • Good team player
<p>Reflecting our team values</p>	<p>We are a strong cohesive team which provides an excellent service to our members. We are:</p> <p>Professional Passionate Accessible Supportive and always act with integrity</p>
<p>Circumstances</p>	<p>Able to work outside office hours on occasions and prepared to travel to events.</p>

ADDITIONAL INFORMATION:

Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with BSE executive officers to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the General Data Protection Regulations.

Equal Opportunities

The BSE welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We always aim to provide a non-judgmental service .

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the BSE office must attend training identified by their manager or stated by the BSE to be mandatory. The BSE uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for members and staff. All staff are expected to become familiar with these systems and use them.

Information Management/Data Quality

The post holder must ensure that BSE records are documented, secured, stored and disposed of appropriately.

Travel to other sites

You will be required to travel to other locations; this will involve some overnight stays and some weekend work

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade.