



Job Title:	Membership Administration Team Leader
Manager:	Head of Sales and Marketing
Direct reports	Membership and Communications Assistant x1, Finance Officer (Membership and Member Networks) x 1
Purpose of the role: To engage and communicate with our members and supporters, delivering great customer service and effective administration. To lead the membership administration team (part of the Marketing, communications and engagement team) and ensure that tasks are carried out efficiently and on time. This is a hands on role where you will be involved in carrying out the day to day tasks, as well as managing them.	
We expect everyone to:	
<ul style="list-style-type: none">• Focus on growth• Be able to explain CILIP's membership offer• Cross functional lines and use your skills and expertise where you can add value• Find out what the customer wants• Raise issues and work on solutions• Support your colleagues, collaborate and be a team player• Get up, walk around and talk to colleagues• Commit to delivering and be accountable• Be innovative and continuously improve the way work is performed• Share your knowledge and ensure you understand your responsibilities in managing organisational knowledge and information• Embrace digital• Support CILIP's ambitions around equality and diversity• Continually grow and develop your skill set• Familiarise yourself and comply with CILIP policies in particularly relating to health and safety, GDPR and diversity and inclusion.	
Your role:	
<ul style="list-style-type: none">• To lead the membership administration team, including managing workload and deadlines, improving processes and handling data and reporting• To assist in the implementation of a membership growth and retention strategy, co-ordinating with the Head of Sales and Marketing and the Sales and Marketing Manager• To ensure that all administrative tasks are effectively undertaken• To monitor and respond to inbound member communications, ensuring appropriate responses are given and service level agreements are met	

<ul style="list-style-type: none"> To provide excellent customer service to enhance member experience and drive member engagement
<ul style="list-style-type: none"> To update member details in the CRM system to ensure data accuracy and run reports from the CRM to assist in all tasks
<ul style="list-style-type: none"> To ensure that renewing members receive the right communications, at the right time
<ul style="list-style-type: none"> To ensure personalised digital welcome packs are distributed to new and renewing members
<ul style="list-style-type: none"> To proactively share insights and intelligence from supporters to enable the development and improvement of products and services
<ul style="list-style-type: none"> To ensure that all payments are accurately and efficiently processed, including Direct Debits
<ul style="list-style-type: none"> To provide input into bulk email campaigns sent to members
<ul style="list-style-type: none"> To support the Head of Sales and Marketing in preparing reports for the Board and senior leadership team
<ul style="list-style-type: none"> To support the Employer Engagement Manager in the administration of the Employer Partners membership scheme (organisation memberships)
<ul style="list-style-type: none"> To liaise with other teams and functions across the organisation to develop a joined-up approach to customer service
<p>Person specification</p>
<p>You need to:</p>
<ul style="list-style-type: none"> Experience of working within a customer service focused team environment
<ul style="list-style-type: none"> Excellent administration and time management skills
<ul style="list-style-type: none"> Good knowledge of Microsoft Excel
<ul style="list-style-type: none"> An eye for detail
<ul style="list-style-type: none"> Possess excellent communication skills, both written and verbal, with demonstrable skills in being clear and concise
<ul style="list-style-type: none"> Have good copywriting skills, both for online and offline channels and an understanding of targeting audiences
<ul style="list-style-type: none"> Be able to develop and maintain systems, procedures and processes
<ul style="list-style-type: none"> Have the ability to work proactively using initiative, to prioritise work and meet deadlines with well-developed time management skills
<ul style="list-style-type: none"> The ability to work as part of a team and with other stakeholders in a collaborative way
<ul style="list-style-type: none"> Demonstrable experience of working in accordance with relevant data protection and privacy legislation
<p>You will have:</p>
<ul style="list-style-type: none"> Experience of managing a team
<ul style="list-style-type: none"> Experience of working in a professional membership or educational organisation
<p>Good to have:</p>
<ul style="list-style-type: none"> Experience of using pivot tables and vlookups would be useful but is not essential

April 2021