

Job Description



Job Title:	Membership Officer
Reporting to	Membership Engagement Manager
Location / Type	HHH
Version	January 2019

About us

The Physiological Society ('The Society'), a registered charity, brings together more than 3500 members from over 60 countries. Since its foundation in 1876, our members have made significant contributions to our knowledge of biological systems and the treatment of disease. The Society promotes physiology and supports those working in the field by organising world-class scientific meetings, offering grants for research, collaboration and international travel, and by publishing the latest developments in its leading scientific journals.

Job purpose and background

An excellent opportunity is available for an experienced Membership Officer to join The Physiological Society which has members at the heart of its 2018-22 strategy. This is a new role and sits in the Professional Development and Engagement team, reporting to the Membership Engagement Manager.

The Membership Officer will be responsible for supporting and enhancing the individual membership journey; being a front-line contact and maintaining accurate member records. The role that will be core to the delivery of day to day tasks and processes to ensure successful implementation of the member engagement strategy to enhance The Society's recruitment and retention polices.

Applicants should have experience of working within the membership sector and have excellent administrative skills with the confidence to make judgements/decisions on a day-to-day basis.

Main tasks and responsibilities

1. Communicate effectively with members and stakeholders (including fielding telephone calls and managing the membership mailbox);
2. Maintain an efficient and effective member application and renewal process, recommending improvements to the Membership Engagement Manager, where appropriate;
3. Work with the Membership Engagement Manager to refine and deliver The Society's recruitment and retention campaigns;
4. Feed into strategic discussions regarding member proposition, member journey and member engagement, in particular, taking time to develop on-boarding;
5. Manage the Direct Debit process, initially helping to implement paperless Direct Debit;
6. Ensure operational processes and procedures are appropriately documented and observed;
7. Day-to-day maintenance of records within the Customer Relationship Management system (Microsoft Dynamics); ensuring records are clean and as up to date as possible
8. Assisting in the creation of reports from CRM, as required by staff;

9. Work as part of the Professional Development and Engagement team, contributing to activity/goals to deliver the strategy;
10. Providing any additional support as required, ensuring that the Professional Development and Engagement team and other areas of The Society meet the strategic objectives of the organisation.
11. Working collaboratively across the organisation and contribute towards maintaining the professional integrity of the organisation.

Key attributes:

- Enthusiastic, with a can-do attitude;
- A strong team player with excellent communication skills - both written and oral;
- Ability to prioritise with good administration and organisational skills;
- Proven experience of working in a customer-facing role within the membership sector;
- Excellent interpersonal skills;
- Experience of using a Customer Relationship Manager system (ideally Microsoft Dynamics) for record management and reporting;
- Confident with analytical ability and multi-tasking.