The information provided in this Job Description is given to ensure that the post holder has the best opportunity of understanding what is required to be effective in the post. It is not intended to be prescriptive in every detail and it is expected that the post holder will be as positive and flexible as possible in using this as a framework.

### Job Description

Job Title: Membership & Finance Administrator

Accountability To: Operations Director

Location: London

Status: Full time permanent

#### The Position

This role provides a range of administrative functions in support of the Institute’s activities especially relating to membership services and general administration. In particular:

## Member and non-member service and administration

* Delivers a friendly and professional service to members, both via email and by telephone
* Maintains accurate and effective data relating to member records
* Oversees member online and physical processing including welcome communications
* Processes member financial transactions as directed
* Produces certificates for examinations and registrations
* Ensures maintenance of the database records and produces membership reports as required

## Financial administration

* Processes member financial transactions as directed
* Issues and processes invoices for services provided by the Institute
* Runs direct debit and online payment processes under supervision
* Processes payments for suppliers of goods and services and member expenses
* Maintains supporting documentary records
* Liaises with the Institute’s accountants and assists with bank reconciliations

**Manages IFST's ' online CPD system ‘myCPD'**

* Responsible for the administration of the Institute’s online CPD system, ‘myCPD’
* Monitors and reports on usage and seeks opportunities to improve usage

## Other responsibilities

* Conducts data audits as required and provides regular reporting
* Maintains and updates procedures relevant to the functions and responsibilities of the role.
* Contributes to the main shared team activities within the office
* Other defined administrative responsibilities
* Participates in development projects and other activities as required

Person **Specification – Finance & Membership Administrator**

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| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How Assessed? |
| 1. Skills
 | Financially literate and numerateIT literate including experience with Microsoft Office packageExperienced at using accounting packages e.g. Sage/QuickBooks/ XeroConfident, polite telephone mannerAble to write basic business-based letters/emailsGood spoken communication skillsExcellent attention to detail | Experienced in using other IT packages e.g. Acrobat ProExperienced at designing and running database reports Experienced at using membership databases | CV/covering letterInterviewTest |
| 1. Knowledge
 | Good understanding of financial administration and reporting, including financial controls | Understanding of accounting practices | CV/covering letterInterview |
| 1. Experience
 | Previous experience with book-keeping, banking and general finance admin including payments processing and invoicing | Financial experience working for a charity/not-for-profitExperience of bank reconciliationExperience of supporting annual audit processes | CV/covering letterInterview |
| 1. Other
 | Willingness to undertake shared team activitiesFlexibility and willingness to undertake a variety of tasks |  | Interview |

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