

JOB DESCRIPTION

Job Title:	Membership and Registrations Administrator
Accountable To:	Head of Membership and Registrations
Direct reports	None
Location:	Office-based (Hammersmith, London), with homeworking as agreed by line manager and in accordance with business needs. Must be able to travel to IFST Events on occasion, in accordance with business needs.
Status:	Permanent (Band 2). Part Time (0.5 of FTE, 17.5 hours to be worked across 3x days - - Mon, Tues, Fri)

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.

The Position

This is an administrative role within the Membership and Registrations team. The post holder provides day-to-day administrative support across the Institute's membership functions, helping to ensure that members and applicants receive a high-quality, responsive service. The role operates under the direction of the Head of Membership and Registrations and works closely with the Registration and Membership Officer.

Summary of Role and Responsibilities

1. Group Membership Schemes

- Supports the administration of group membership schemes, including processing applications, and ensures group scheme member data is accurately captured in the CRM and that records are kept up to date.
- Monitors Membership mailbox for Group Scheme emails and responds where needed.
- Works with the Membership and Registration Officer and HR, Operations and Membership Administrator to ensure that applications for MIFTS, FIFST or registration arising from Groups Schemes are processed.
- Uses the CRM to prepare regular Group Scheme reports.
- Schedules New Groups Scheme Member meetings on MS Teams and responds to routine enquiries about scheme arrangements.
- Process Groups Scheme renewals and runs Quality Assurance checks on group scheme and registration data, amending the CRM data where necessary and issuing certificates.
- Prepares invoices and chases payments for group schemes, liaising with Finance Coordinator where necessary.
- Supports with administration relating to CPD monitoring and associated assessment processes, including sending out correspondence regarding CPD audits, document preparation and arranging interviews with Group Scheme coordinators about CPD.
- Enabling access to My CPD for group scheme members who opt-in to the service.
- Work with the Communications Officer on announcing new and renewing group schemes.
- Updating the IFST website Group Scheme pages where needed.
- Undertakes other Group Scheme administrative tasks where needed.

2. Membership Administration

- Processes MIFST, and FIFST, Science Council and Sensory Scientist applications and supports all associated administration, including annual membership, subscription renewals, processing member payments, responding to applicant enquiries, and sending welcome communications.
- Supports the administration of Sensory Exams.
- Contacts members and applicants to request information or payments, chase outstanding documentation, or to provide general information about their membership status.
- Liaises with assessors about availability to assess applications, send relevant application information, and to chase assessment outcomes where necessary.
- Generates and distributes award certificates to successful MIFST and FIFST applicants.
- Answers calls on the Membership phonenumber.
- Monitors Membership mailbox.
- Uses the CRM/membership database to ensure that member data is accurately captured and securely stored.
- Completes tasks in line with current policy to ensure that standards of Institute membership are maintained and that processes are carried out effectively.
- Schedules New Member meetings on MS Teams and supports with related administration.
- Provides membership data to Communications Officer on a quarterly basis for Food, Science and Technology magazine.
- Makes suggestions for improvements to policy and processes to enhance the member experience.
- Provides administrative support to the Head of Membership and Registrations and completes tasks under their direction.

3. Other Responsibilities

- Maintains and updates procedures relevant to the functions and responsibilities of the role.
- Contributes to shared team activities within the organisation.
- Supports and represents IFST at key internal and external events.
- Participates in development projects and other activities as required, such as diversity monitoring.

Members of the IFST Executive Team and our volunteers are expected to adhere to IFST's equality, diversity and inclusion statement and to promote a positive and inclusive culture at work and with our members and stakeholders.

Person Specification

Criteria	Essential	Desirable
Skills	IT literate with good working knowledge of Microsoft Office. Confident, polite telephone and email manner. Good written and verbal communication skills. Accurate data entry and strong attention	Experience of using a membership database or CRM system. Experience of using other IT packages, e.g. CMS.

Knowledge	to detail. Able to follow and apply established processes and procedures consistently. Willingness to learn multiple administrative tasks. Basic understanding of data protection principles (GDPR). Awareness of how membership organisations operate.	Understanding of professional membership bodies or learned societies. Awareness of CPD and professional recognition frameworks.
Experience	Experience of working in an administrative or customer service role. Experience of handling data entry or record-keeping with a high degree of accuracy. Experience of responding to enquiries from customers or members via email and telephone.	Experience of working in a membership organisation or professional body. Experience of using a CRM or membership database.
Other	Willingness to undertake shared team activities and a variety of tasks. Reliability and conscientiousness in completing assigned work. Discretion and experience of handling confidential information appropriately. Ability to work collaboratively as part of a small team.	