

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:	Group Scheme Membership Administrator
Accountability To:	Business Development Director
Location:	London
Status:	Full time (up to 12-week temporary assignment)

The Position

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

group scheme member service and administration

- Acts as the primary contact on all matters relating to group scheme membership of the Institute.
- Delivers a friendly, professional and timely service to group scheme members, account managers, and other stakeholders
- Responsible for group scheme membership and registration processes, including annual membership subscription renewals, welcome communications/packs, paid for services
- Uses and updates the CRM/membership database to maintain accurate data
- Produces membership reports as required
- Work closely with Marketing Manager and the Registration & Accreditation Manager to promote and manage the company Group Scheme relationships
- Processes group member financial transactions as directed

General administration

- Issues and processes invoices for services provided by the Institute
- Runs direct debit and online payment processes under supervision
- Processes payments to suppliers for goods and services and member expenses
- Document management and record keeping
- Liaises with the Institute's accountants and assists with month-end and bank reconciliations
- Runs month end account and budget reconciliations
- Conducts data audits as required and provides regular reporting
- General duties such as photocopying, scanning, filing, moving boxes, setting up meeting rooms etc.

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

- Maintains and updates procedures relevant to the functions and responsibilities of the role.
- Contributes to shared team activities within the office
- Other defined administrative responsibilities
- Participates in development projects and other activities as required, such as diversity monitoring

Person Specification – Finance & Membership Administrator

Criteria	Essential	Desirable	How Assessed?
1. Skills	<p>Financially literate and numerate</p> <p>IT literate including experience with Microsoft Office package in particular Microsoft Excel</p> <p>Highly skilled at using membership databases/CRM</p> <p>Experienced at using accounting packages e.g. Sage/QuickBooks/Xero</p> <p>Excellent attention to detail</p>	<p>Experienced in using other IT packages e.g. Acrobat Pro, CMS</p> <p>Experienced at designing and running database reports</p> <p>Confident, polite telephone manner</p> <p>Able to write basic business-based letters/emails</p> <p>Good spoken communication skills</p>	<p>CV/covering letter</p> <p>Interview</p> <p>Test</p>
2. Knowledge	<p>Good understanding of how membership organisations operate</p> <p>Basic understanding of financial administration and reporting, including financial controls</p> <p>Basic understanding of subscription/membership income based businesses</p>	<p>Understanding of accounting practices</p>	<p>CV/covering letter</p> <p>Interview</p>
3. Experience	<p>Experience of using a membership database or CRM system.</p> <p>Previous experience with book-keeping, banking and general finance admin including payments processing and invoicing</p> <p>Experience of delivering excellent customer service</p>	<p>Financial experience working for a charity/not-for-profit</p> <p>Experience of supporting membership recruitment and retention campaigns</p> <p>Experience of bank reconciliation</p> <p>Experience of supporting annual audit processes</p>	<p>CV/covering letter</p> <p>Interview</p>
4. Other	<p>Willingness to undertake shared team activities</p> <p>Flexibility and willingness to undertake a variety of tasks</p> <p>Discretion, and experience of managing confidential information professionally</p> <p>Ability to work collaboratively</p>		<p>Interview</p>