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 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**

- Acts as the primary contact on all matters relating to membership of the Institute.  
- Delivers a friendly and professional service to members, potential members, and other stakeholders  
- Uses the CRM/membership database to maintain accurate data  
- Produces membership reports as required  
- Works closely with the Registration & Assessment Officer to manage the member and registrant applications  
- Responsible for membership and register processes, including annual membership subscription renewals, welcome communications/packs, paid for services  
- Work closely with Marketing Manager and the Registration & Assessment Officer to promote and manage the company Group Scheme relationships  
- Processes member financial transactions as directed  
- Coordinates examinations and liaises with examination panels, produces certificates for examinations  
- Acts as the primary point of contact and supports the Institute’s network of branches.

**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
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
- Formats and distributes Board papers on behalf of the Chief Executive
- 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
- Supports and represents IFST at key internal and external events
- Participates in development projects and other activities as required, such as diversity monitoring
### Person Specification – Finance & Membership Administrator

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