

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 Officer
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 & Accreditation Manager 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 & Accreditation Manager 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

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

Criteria	Essential	Desirable	How Assessed?
1. Skills	<p>Financially literate and numerate</p> <p>IT literate including experience with Microsoft Office package</p> <p>Highly skilled at using membership databases/CRM</p> <p>Confident, polite telephone manner</p> <p>Able to write basic business-based letters/emails</p> <p>Good spoken communication skills</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>Experienced at using accounting packages e.g. Sage/QuickBooks/Xero</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>Experience of supporting membership recruitment and retention campaigns</p> <p>Experience of delivering excellent customer service</p>	<p>Financial experience working for a charity/not-for-profit</p> <p>Previous experience with book-keeping, banking and general finance admin including payments processing and invoicing</p> <p>Experience of bank reconciliation</p> <p>Experience of supporting annual audit processes</p> <p>Experience of supporting the work of groups or branches</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>Interview</p>

	Ability to work collaboratively		
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