**Department**

Membership

**Job Description**

Membership Administrator

**Reporting to**

Membership Manager

**Purpose of Role**

To provide support and assistance with administrative tasks within the Membership department. Working closely and collaboratively with the Membership department to enable the effective and efficient delivery of the membership strategy and communications activities, including the engagement of existing members, recruitment of new members and

promotion of the work SNIPEF carries out within the plumbing, heating and mechanical engineering industry.

**Duties and Responsibilities**

* Act as a first point of contact for all enquiries from members and the general public
* Work closely with the Membership Officer on delivery plans to bring on new members and retain current members
* Manage the input and extraction of key membership data within the CRM system (Open Engage)
* Contribute to a membership centre of excellence with a strong understanding of events, membership relations, marketing and communications.
* Identify, plan and deliver a programme of high-impact, cost-effective member benefits to support SNIPEF and its strategic objectives.
* Provide the highest levels of customer service to internal and external stakeholders
* Work collaboratively and close on the administration of membership processes including new member applications, member benefits, annual returns, renewals and retention of current members.
* Act as key note/minute-taker at meetings
* Organise the introduction of any agreed new tools and techniques.
* Working closely work with the team to co-ordinate Annual General Meeting.

**Key Tasks**

**Membership Retention and Recruitment**

* Act as the primary point of contact for all enquiries including with current and potential Members and other key stakeholders via telephone, emails and enquiries from website
* Liaise with associate members to bring benefits to members
* In close collaboration with the Membership Officer, process new applications and annual renewals from beginning to end
* Lead the maintenance and updating of the customer relationship management systems and ensure information is up to date and accurate at all times
* Support delivery plans to increase membership numbers and engage with current members
* Process reports as requested by other departments such as Training Services and Schemes
* Working with the Membership Officer, create monthly reports showing the results of recruitment and retention activity, campaigns, member involvement, non-renewals

**Membership Communications**

* Maintain promotional and marketing collateral, including, event pop-ups, merchandise and Member welcome packs
* Support the Publications Manager with the delivery of the monthly member e-newsletter
* Act as the internal first point of call for staff distributing information to members
* In collaboration with the Membership Officer, follow-up member resignations and produce reports on why members choose not to retain their membership

**Membership Marketing - website and social media**

* Assist with SNIPEF website content and actively ensure the content is consistent and up-to-date
* Manage access to member-only area of the website and provide support to users
* Assist with social media management

**Events**

* Research opportunities for member events and input into content calendar and SNIPEF Central Calendar
* Assist with organisation of member events and activities, including liaising with venues and managing attendees
* Working closely with the team to co-ordinate Annual General Meeting

**Finance**

* Work with Finance department to ensure financial tracking of membership
* Create comprehensive membership reports for use of the department, senior management and key stakeholders

**General**

* The post holder is expected to live SNIPEF’s values and behaviours, to speak up if there are concerns, to have due regard to information confidentiality, equality, equity, diversity and inclusion, to treat people with respect and dignity at all times and to ensure the health and safety of self and employees.
* Work effectively with colleagues to achieve the strategic aims and objectives of SNIPEF
* Internally promote the values and culture including promoting a positive team environment both within the Membership department and SNIPEF as an organisation
* Attend and participate proactively in meetings when required
* Undertake any other duties and reasonable requests that are in line with the nature of this post
* Undertake training, as necessary, for the needs of your department and the business as well as for your personal development
* Take responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work
* Adhere to all company policies and procedures
* There is a requirement to work flexibly, respond responsibly to changing business needs and undertake other duties appropriate to the level of the post that may be required.
* This job description describes the principal purpose and main elements of the job. It is a guide to the nature of the primary duties as they currently exist but is not intended as a wholly comprehensive or permanent schedule of tasks.