

Information for Applicants

Membership Services Assistant

£20,074

Edinburgh

12 Months Fixed Term Contract (35 hours per week – Monday to Friday)

This important role is responsible for providing general administrative and clerical support to the Membership Services team and Corporate Governance department. Including the provision of exceptional levels of membership customer service and database support, and ensuring membership recruitment and retention activities are carried out in a timely manner.

About the Royal College of Physicians of Edinburgh

The College is an independent professional membership organisation and registered charity, which exists to support the profession to deliver the gold standard in healthcare provision.

Our five year strategy includes five main aims to:

- Promote excellence through evidence-based medical practice, research and policy.
- Improve public health and healthcare through international partnerships with multi-disciplinary clinicians and the public.
- Be the professional voice of physicians.
- Achieve international recognition as an innovator in medical education, training and standards.
- Share and promote our medical heritage.

We represent over 13,000 Fellows and Members worldwide by improving their skills and knowledge, setting standards and developing policy and guidance. The College helps qualified doctors to pursue their careers in specialist (internal) medicine through our world-renowned education and training programme. We ensure that the views and practical clinical experiences of our membership are taken into account by health policymakers throughout the UK and communicated to the media and the public. We provide resources and information to support and facilitate professional development for physicians throughout their careers.

The Role

We are looking for an efficient and effective Membership Services Assistant to support the College's membership department. With your exceptional communication, administrative and clerical skills, you will provide membership customer service and database support to the membership services team. You will assist in improving the effectiveness of the membership recruitment and renewal processes, electoral services, and subscription practices, and provide essential event and membership administration services to ensure the membership team delivers a professional events service to our Fellows and Members.

Ideally you will come from a membership, hospitality, or customer experience environment with experience in administration. You will be self-motivated with a high degree of sociability and an adaptable 'can do' attitude, whilst being a strong team player who can operate with a flexible and inclusive approach.

Experience in working in a busy office environment and handling large volumes of data are essential.

If you are interested in supporting the College's vision to be the College of Choice for Physicians and related specialities internationally, and care about **enabling physicians and their teams to deliver the gold standard in healthcare** then we would love to hear from you.

Remuneration Package

The salary for this role will be £20,074 per annum plus benefits. Additional benefits include:

- Pension: with employer contributions of 9%.
- Holidays: 23 days annual leave. All employees receive 11 days public holiday/College close downs.
- Life assurance scheme.
- Long-term income protection scheme for those unable to work due to illness.
- Cycle to Work scheme.
- Discounted rates for use of the venue for personal events.

To Apply

All applicants are required to submit a completed application form.

Closing Date: 12 Noon on Friday 21st of June 2019

Interviews: Tuesday 2nd of July 2019

To arrange an informal chat with Lesley Lockhart (Team Leader - Membership Services), please contact l.lockhart@rcpe.ac.uk.

Completed applications should be returned to: Elin Andersson, Membership Department, Royal College of Physicians of Edinburgh, 9 Queen Street, Edinburgh EH2 1JQ, or email people@rcpe.ac.uk