



Job Description

Section 1 – Description

Job Title: Membership Services Administrator (FTC)

Location: Royal College of Physicians of Edinburgh (RCPE), Edinburgh

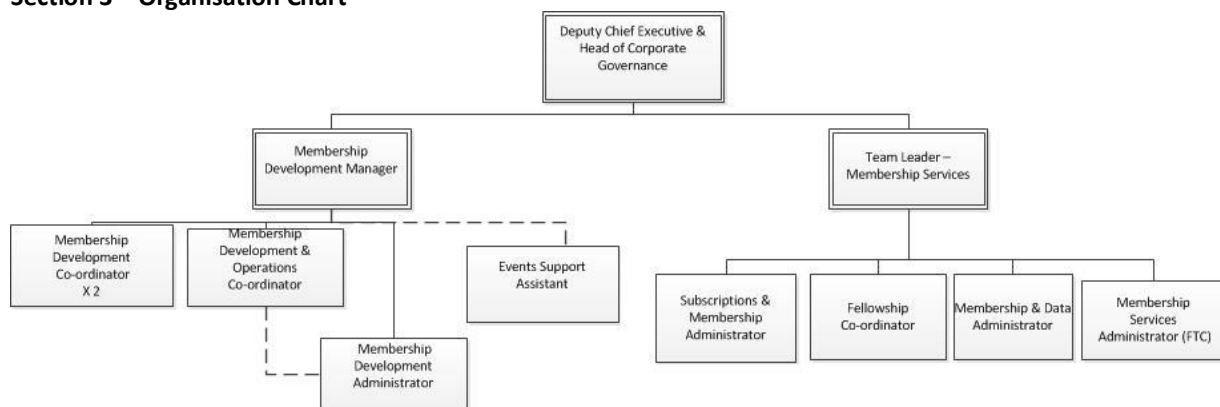
Reports to: Team Leader - Membership Services

Date: October 2019

Section 2 – Job Purpose

This role is designed to deliver the highest level of customer satisfaction to our Fellows and Members. You will provide exceptional levels of membership customer service while ensuring membership recruitment, retention and renewal activities are carried out in an expedient and timely manner. You will have responsibility for improving our service to our Global Regional Advisor Network through dissemination of high quality communications, promotional material and induction packs to maintain connectivity, provide added value, and drive growth in Fellow and Member numbers. The provision of secretariat services to membership related committees, as well as maintaining our membership database, processing fellowship nominations and coordinating subscription transactions will also form part of this exciting and varied role.

Section 3 – Organisation Chart



Section 4 – Dimensions

Specific Services: Membership Support, including Fellowship Nominations
Subscription, Application and Data Administration
Electoral Services
Regional Advisor Support
Departmental Administration and Support

Section 5 - Main Responsibilities and Role

Membership Support

- Provide administrative support for the recruitment and renewal of all Membership categories
- Deal with membership-related enquiries from Fellows and Members by email, web and telephone in a timely and professional manner
- Provide support in sending out e-communications
- Assist with processing nominations, enrolments and payments for all categories of Membership
- Assist at New Fellows' ceremonies and College events
- Prepare membership documentation, diplomas and welcome material

Subscription, Application and Data Administration

- Process membership subscriptions payments, and ensure College database records are accurate and up-to-date
- Prepare daily financial reconciliation reports for the Finance Department
- Identify members choosing to pay for their JRCPTB training through RCPE and record data
- Input membership data in to the College membership database

Electoral Services

- Process questionnaires and circulate surveys for electoral purposes
- Support the election process for Office Bearers and Regional Advisor roles

Regional Advisor Support

- Send welcome letters, induction packs and RCPE promotional material to RA's
- Provide general support to our RA network (60+ Physicians) to enable them to build an inclusive and engaged community of Fellows & Members
- To build and maintain a database of Link Fellows and Members
- To coordinate the dissemination of information to maintain connectivity with RA's and their constituents

Departmental Administration and Support

- Order stationary
- Provide general cover for Membership Services team absences
- Provide clerical and secretariat support to Membership Committees as required
- Prepare Membership lists for the printers to support receipt of the College Journal
- Check the media for obituaries of Fellows
- Follow best practice in adherence to data protection laws
- Provide clerical support to the Department as required

Section 6 – Planning and Organising

The post holder

- Takes responsibility for day to day planning and organising workload in line with deadlines set by the nature of the work
- Takes responsibility for ensuring that all RCPE requests are processed in line with the required operational procedures and within agreed timeframes
- Will need to be organised to manage priorities, and be responsive to changing needs

Section 7 – Decision Making

The post holder will

- In agreement with the line manager confirm the timescale for completion of tasks and ensure the commitment to provide support is realistic and deliverable
- Involve line management in helping manage conflicting requests and deadlines
- Be responsible for day-to-day organisation of workload and determining own priorities in consultation with the line manager

Section 8 – Internal and External Relationships

Internal

Membership Team
College Staff
Office Bearers

External

Fellows and Members
Suppliers

Section 9 – Person Specification - Knowledge, Experience, Skills and Style Required

The post holder will require the following:

- Experience in a membership or hospitality organisation, or an appropriate work environment that requires a high level of customer service in an administrative capacity
- Experience of working efficiently and effectively in a busy office environment
- Experience of handling large volumes of financial transactions and customer data

- Experience of maintaining contact with a wide variety of stakeholders through regular communication
- Self-motivated with a high degree of sociability and an adaptable and 'can do' attitude
- Strong team player that can operate with a flexible and inclusive approach
- Ability to build and maintain effective working relationships with colleagues in the College and our members
- Ability to deal with membership enquiries, and be tactful with nominees, Office Bearers and key stakeholders
- Strong numeric, administrative and communication skills
- Exceptional levels of attention to detail, and an ability to respond immediately to changing demands
- Competent computer skills including Word, Excel, PowerPoint and Outlook, and member databases
- An absolute commitment to improving the customer experience for our stakeholders
- An empathy for the challenges faced by many Members and Fellows, especially those in the NHS, and an awareness of how important it is to be kind, caring and compassionate to ensure that their needs are met, and ideally exceeded
- A general understanding of the structure, role and importance of Royal Colleges
- An appreciation that you are part of a small team that needs to be responsive to the changing needs of the College, its membership and stakeholders

Section 10 – Job Context and Special Features

The Corporate Governance Department is a dynamic division of the Royal College of Physicians of Edinburgh responsible for driving Membership Development activities, and providing Membership and Governance Services to both internal and external stakeholders. The department is external facing and committed to supporting the College's vision to be the College of Choice for Physicians and related specialities internationally. The role is initially available as a 2 year fixed term contract.