

JOB DESCRIPTION

TO BE COMPLETED AND RETURNED BY:

IF COMPLETING ELECTRONICALLY, PLEASE NOTE THAT ARIAL FONT 10 MUST BE USED

SECTION 1 : HEADINGS

JOB TITLE: SUBSCRIPTIONS & MEMBERSHIP ADMINISTRATOR

LOCATION: MEMBERSHIP DEPARTMENT

REPORTS TO: TEAM LEADER & HEAD OF MEMBERSHIP

DATE: MAY 2015

SECTION 2 JOB PURPOSE

(Briefly state your job's overall objectives. "To")

To administer the subscription system for RCPE Fellows and Members, using the College's membership database and financial systems, to process the subscription run and payments received, and to deal with subscription-related enquires

To contribute to the processing of membership applications and handling of membership-related enquiries

To contribute to the maintenance and use of the College membership database (updating membership details, and generating reports and extracting data for a range of business and analytical purposes)

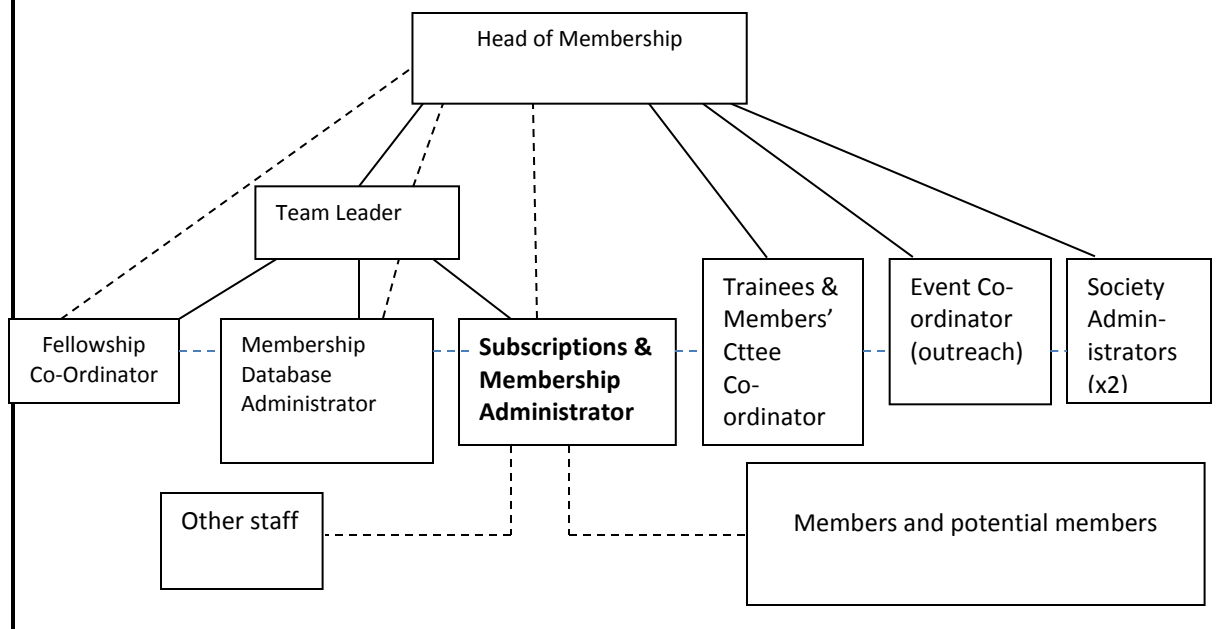
To co-ordinate, schedule and send College-wide mass e-mails to members

To contribute to Fellowship and Membership recruitment activity

To contribute to College ceremonial events in liaison with the Events Support team and President's Office

SECTION 3 ORGANISATION CHART

(Draw a chart which shows the important relationships between your job and others)



SECTION 4 DIMENSIONS

(Describe the information which helps in understanding the context and scale of your job)

- maintaining the financial records of Fellows and Members (9000)
- preparing and issuing annual subscription invoices (9000), including ensuring that the subscription rate information for each member is accurate and up-to-date, and issuing reminders to late-payers monthly over a 3 month follow-up period
- processing all payments, as received, to ensure receipt records are accurate and up-to-date
- dealing with subscription and membership - related enquiries (daily)
- processing Student & Foundation Membership applications (2-400 pa)
- monitoring examination diets, extracting data and sending congratulatory e-mails from Officebearers to all new MRCP(UK) Diplomates
- running reports and extracting data from the membership database for business and analytical purposes (on-going)
- contribute to the scheduling of mass e-mails to be issued using Campaign Monitor (on-going; 5-20 a week)
- preparing data extract address files, from the membership database, for mass e-mails to Fellows and Members (on-going)
- staffing RCPE membership stand at internal RCPE symposia (12-15 per year)
- covering for the Membership Database Administrator (database-related activity)
- contribute to major College ceremonial events (2 x New Fellows Days, St Andrews Festival and Triennial)

SECTION 5 MAIN RESPONSIBILITIES

(Describe the important end results you are expected to achieve)

To process all cheque and credit/debit card receipts on a weekly basis to ensure receipts records are accurate and up-to-date

To deal with subscription and membership-related enquiries from Fellows and Members

To prepare and check key information and data ahead of the annual round of subscription collections for Fellows and Members

To prepare and issue annual subscription invoices and reminder e-mails/letters to Fellows and Members to support the appropriate credit control systems

To provide member data to the Head of Finance to support management reporting

To contribute to the enrolment of new members

To contribute to the maintenance and use of the College membership database (updating membership details, and generating reports and extracting data for a range of business and analytical purposes)

To send out and contribute to the scheduling of mass e-mails provided by other Departments, using Campaign Monitor, and provide data extract address files, from the membership database, to support the sending out of mass e-mails to Fellows and Members

To extract the details of doctors who have just passed the MRCP(UK) examination, on rolling diets, from the MRCP(UK) database and send out letters of congratulation from Officebearers

To staff the RCPE membership stand during breaks in internal symposia (12-15 per year)

To contribute to membership recruitment activity

To provide cover for all aspects of the Membership Database Administrator's work

To compile invitation lists (in liaison with President's Office), order stationary and issue invitations, monitor returns and issue reminders, liaise with social convenors over menus and wine lists and provide table planning support on the day for up to 4 formal dinners p.a.

SECTION 6 PLANNING AND ORGANISING

(Describe the requirement for planning and organising in your job)

The postholder will be expected to plan and organise their daily and weekly workload within broad guidelines agreed by the Team Leader.

Advance planning will be required to prepare and check all records prior to the annual subscription

run.

Identification of late payers and scheduling of subscription reminders

Organising workload around peak periods (annual subscription run and increases in intakes of new members)

Monitoring rolling diets of MRCP(UK) examination to identify new Diplomates to receive targeted communications from the College

Sending and contributing to the scheduling of mass e-mails, using Campaign Monitor, ensuring that up-to-date extract address files are produced and uploaded in line with the schedule. Activity can range from 5-6 e-mails a week to 15-20 targeted/segmented e-mails a week during the academic term.

SECTION 7 DECISION MAKING

(Describe the responsibility of your job in decision-making)

The postholder will largely operate within agreed protocols.

Decisions in relation to subscriptions will include providing an appropriate response to subscription enquiries and when to refer an enquiry to the Team Leader or Head of Membership.

Responding to enquiries, in person and by e-mail, regarding the benefits of membership, largely within agreed terms, and deciding when to refer more complex enquiries on to appropriate colleagues, with a view to retaining interest and converting enquiries into membership applications.

While much of the membership-related work is procedural, the postholder will be required to use individual judgement and discretion in setting the parameters for often complex database searches, and using appropriate 'queries'.

SECTION 8 INTERNAL AND EXTERNAL RELATIONSHIPS

(Identify the most significant internal and external relationships that you have in your job)

Internal

Membership Department

Finance Department

Other staff

Existing Fellows and Members (UK and overseas)

President's Office and Events Support Team (over ceremonial events)

External

Potential Fellows and Members (UK and overseas)

SECTION 9 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in your job)

Numerate, with some direct experience of working in a subscriptions/membership role or accounting office/environment

Excellent written and verbal communication skills

Well developed people and customer service skills

Good organisational and time management skills

Good general IT literacy and proficient in use of Word and Excel.

Experience in using a range of databases (particularly bespoke), with experience of running database reports and performing database extractions

Experience of using web-based services (i.e. e-mail marketing systems)

An understanding of Data Protection legislation

SECTION 10 JOB CONTEXT AND SPECIAL FEATURES

(Identify aspects of the context and any special features which you believe impact significantly on your job)

This is a new outward/customer-facing role.

The postholder will be joining the RCPE at a time of change. Responsibility for supporting subscription collection will be moving into the new Membership Department during 2015. During this transition year, it has been agreed that the subscription run will be handled jointly by the Finance and Membership Departments, during which time the postholder will initially shadow and support the process, prior to the Membership Department taking full responsibility later in the year. The balance of responsibilities will change from year to year, and throughout the year, but it is expected that this will be heavily in favour of subscriptions during the first year. During this period, it also anticipated that the postholder will work closely with the Head of Membership as well as the Team Leader.

The RCPE is also updating its IT systems, with an increasing level of membership enrolment going online. As such, the postholder may be required to acquire new skills for which training will be provided.

SECTION 11 VERIFICATION

We are satisfied that the contents of this questionnaire conveys an accurate description of this post

JOB HOLDER:

DATE:

LINE MANAGER:

DATE: