

JOB DESCRIPTION

Section 1 – Description

Job Title: Membership and Data Officer

Location: Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh

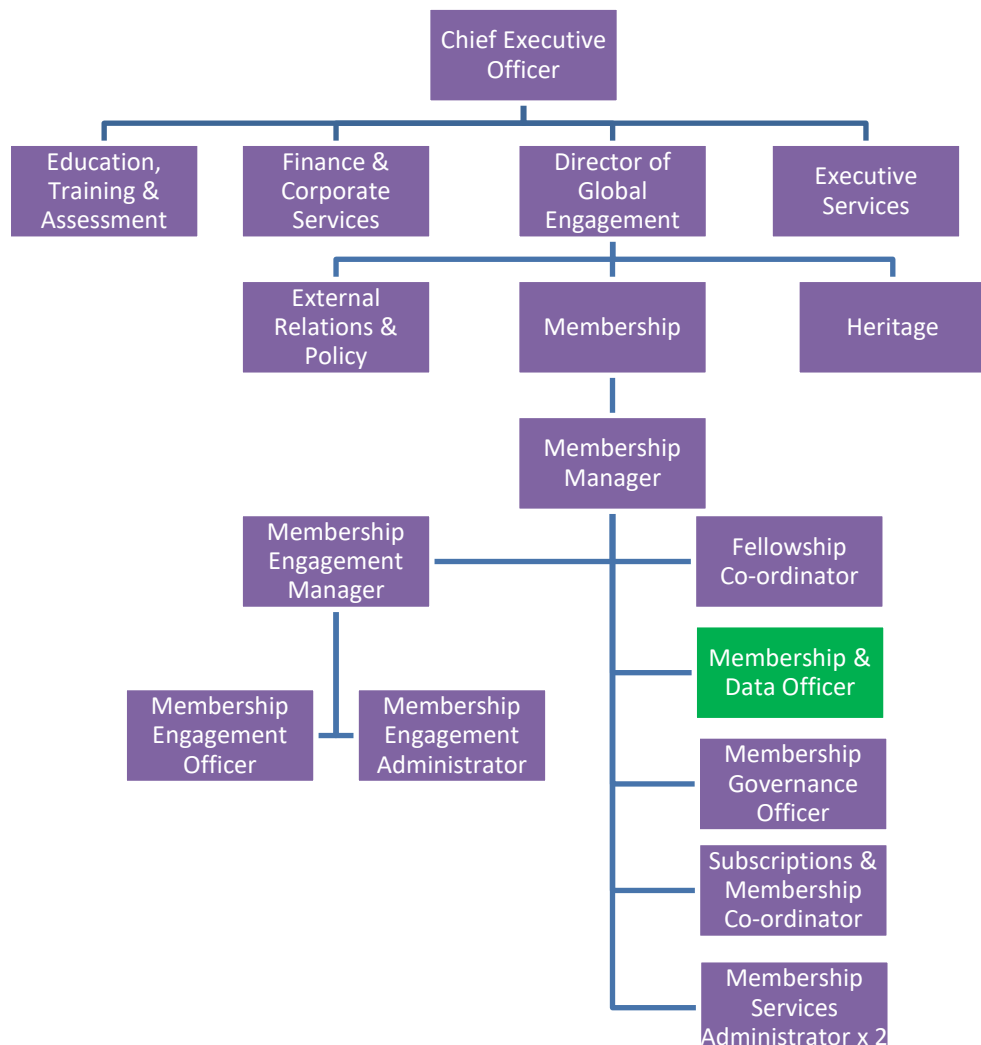
Reports to: Membership Manager

Date: September 2025

Section 2 - Job Purpose

To provide exceptional membership services to the Colleges' growing membership and fellowship community, and maintaining and updating the membership database to ensure data accuracy, relevance and quality. Operating in partnership with colleagues in the department and cross-College, managing, recording, reporting and analysing large volumes of data.

Section 3 - Organisation Chart



Section 4 - Dimensions

- Maintaining the data records of members and fellows (15000+).
- Enrolling new members and fellows (1000+ per year).
- Processing Membership applications to ensure records are accurate and up-to-date.
- Providing the Subscriptions and Membership Administrators with assistance and cover when required.
- Dealing with subscription and membership related enquiries.
- Monitoring examination diets, extracting data and sending membership invitations to all new MRCP(UK) Diplomates.
- Running regular reports and extracting and analysing data from the membership database for business improvement and decision making.

Section 5 - Main Responsibilities

Data Administration

- Maintaining and updating the College's membership database.
- Receiving monthly lists of General Medical Council (GMC) disciplinary procedures and informing the Membership Manager of any members and fellows listed.
- Responding to Joint Royal Colleges Training Board (JRCTB) or enquiries from members or potential members wishing to pay their JRCPTB training fees through RCPE membership, and to guide them through the process.
- Regular batch updates to groups of members e.g. expiring time-limited discounted memberships, maintaining pre-defined groups etc.
- Establishing security profiles for accessing levels of database information and assigning users as appropriate.
- Identifying requirements for, and performing, regular data cleansing and maintenance.

Data Reporting

- Generating reports and searches, for a range of College-wide business and analytical purposes (including analysing membership trends), developing SQL reports as required, and presenting statistical information generated in a clearly understood format.
- Creating parameter-driven queries using an application UI and scripting bespoke SQL queries as necessary.
- Generating data visualisations of College data and contributing to MI reporting and data requirements.
- Generating data and commentary for senior management reports, Council papers etc.

Membership Enrolment

- Responding to membership enquiries expediently and in a helpful and enthusiastic manner.
- Enrolling new members and fellows and creating data records in a timely fashion.
- Improving the use of automation of applications for all membership categories in partnership with the IT team.
- In accordance with College communication protocols:
 - Working with the Examinations team, check the College's Associate Members against the pass list after each exam diet, and write to all those who have passed inviting them to join as Collegiate Members.
 - Writing monthly to Student and Foundation Members who have held their primary medical qualification for two years or longer, inviting them to join as a paying Associate Members.

Membership Subscription Administration

- Ensuring all new subscriptions information is uploaded on the College database timeously and accurately each year prior to the subscriptions due date (the "subscriptions run").
- Working with the Membership and Subscriptions Administrator especially during peak periods (i.e. the subscription run), to contribute to subscription collection throughout the year and to provide cover in his/her absence, including processing daily subscription phone payments and enquiries.
- Ensuring all members and fellows who are in arrears are timeously and accurately 'stop-coded' each year.

General

- Developing standard operation procedures to improve system efficiency, team productivity and performance.
- Setting up and circulating surveys for College elections.
- Answering membership and JRCPTB related enquiries queries by phone and email.
- Providing advice to staff on use of the database and providing basic training, if required.
- Circulating emails on behalf of the team to specific stakeholder groups.
- Scanning obituaries in order to identify and record deaths of Members and Fellows.
- Creating examiner records and new employee records as and when are requested.
- Delivering other work as required by the Membership Manager.

Section 6 - Planning and Organising

- Post holder will be expected to plan and organise their daily and weekly workload within broad guidelines set by the Membership Manager.
- Working with the IT team on business improvement and system enhancement projects.
- Advance planning will be required to ensure opportunities to convert current members in to a higher category of Membership or Fellowship is essential.
- Organising workload around peak periods (annual subscription run and increases in the intake of new members).
- Monitoring rolling diets of MRCP (UK) examination to identify new Diplomates to receive targeted communications from the College.
- Post holder will be expected to support the work conducted by the staff within the Membership team.
- Prepare regular reports for management decision making.
- Organise simple training for staff on how to use the membership database.

Section 7 - Decision Making

- Responding to enquiries, in person, by phone 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.
- Exercise good judgement about the most appropriate formats for entering data in the database to present information in a standardised way, to make searches easier and improve accuracy.

Section 8 - Internal and External Relationships

Internal

Membership team
IT, Finance, Examinations teams
Colleagues across the College
Existing Members and Fellows (UK and Overseas)

External

General Medical Council
Joint Royal Colleges Training Board
Potential Members and Fellows
CPD (RCP Continuing Professional Development)

Section 9 – Person Specification: Knowledge, Skills and Experience Required

Essential

- Advanced IT skills including Word, Excel, and Outlook, and experience of using member databases.
- Ability to identify and clarify user requirements.
- Knowledge of using survey and e-communication tools to create online surveys and mass emails.
- Ability to present often complex data in a clearly understood format.
- Strong numeric, administrative and communication skills.
- An understanding and working knowledge of GDPR and appropriate data protection legislation.
- Knowledge of SQL to store, query, and manipulate relational data; experience of SQL clients (e.g. Enterprise Manager, Sybase Central) and data analysis tools such as Power BI. Relational database development experience would be beneficial.
- Experience in a membership or hospitality organisation, or an appropriate work environment that requires a high level of quality customer service delivered in an administrative capacity.
- Experience of handling large volumes of customer data and financial transactions.
- Exceptional levels of attention to detail, and an ability to respond immediately to changing demands.
- Strong team player that can operate with a friendly and inclusive approach.
- Ability to build and maintain effective working relationships with colleagues in the College and our Members and Fellows.
- Ability to deal with membership enquiries, and be tactful with nominees, Office Bearers and key stakeholders.

Desirable

- Experience of supporting systems and process improvement, especially to automate processes to improve, and simplify the customer experience.
- Experience of training people would be an advantage.
- Ability to learn quickly about the value of joining a Royal College.
- Working knowledge of the UK Medical Training system, the related organisations, the various Royal Colleges and the roles they play and the qualifications which they confer.

Section 10 - Job Context and Special Features

The Membership Team is a dynamic division of the Royal College of Physicians of Edinburgh, responsible for driving Membership Engagement activities, and providing Membership 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 specialties internationally.

This job description will be updated and amended from time to time in accordance with the requirements of the job and the changing needs of the College.