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| **Job Title:** | Membership Manager |
| **Hours** | Full-Time (35 Hours per week – though we will consider applications from people wishing to work 28 Hours), to be worked Monday to Friday. |
| **Based:** | Whilst we will provide the required IT equipment, you must be able to set up a dedicated space to work |
| **Responsible to:** | Chief Executive Officer |
| **Responsible for:** | Membership Officer |
| **Purpose of the role:** | To enable the Expert Witness Institute to deliver the goals in our strategic and business plans through effective management of membership recruitment and retention, including administrative services and development of the membership offer. |

**We expect everyone to:**

* Focus on growth, effectiveness, and solutions
* Be able to explain EWI’s purpose and the membership offer
* Be a team player, be collaborative and contribute to delivery across the entire organisation
* Be customer-centric, exceeding expectations as often as possible
* Be innovative and continuously improve the way work is performed
* Share knowledge and ensure understanding responsibilities in managing organisational knowledge and information
* Support EWI’s values
* Continually grow and develop professional skill sets
* Familiarise themselves with EWI’s policies and comply with them

**Key Responsibilities:**

* Day-to-day delivery of membership management and administration
* Deliver a high-quality membership journey through all phases of membership
* Respond to member queries, ensuring appropriate support is provided
* Manage and support the Membership Officer
* Provide support to the Membership Committee
* Advise on member-focused strategies, plans and measurement that improve member recruitment and retention
* Collaborate within the wider team to ensure that processes and systems are fit for purpose and harness the best of the CRM system
* Use data and statistics to improve reporting and enhance business effectiveness

**Main Duties:**

* Provide line management support to the Membership Officer
* Provide support for EWI member queries, administration, and applications for membership
* Manage and prioritise queries through contact forms and email inboxes
* Follow agreed procedures for the processing of applications to join the EWI/upgrade Membership
* Provide support to the EWI Membership Committee and support them with the use of the web portal for undertaking assessments
* Manage the renewals process, ensuring timely communications to members and proactive follow up of member queries, non-payment and cancellations
* Work with the Chief Executive Officer to develop and deliver strategies to increase Member Recruitment and Retention
* Work with the Marketing and Events Manager on campaigns to support membership development
* Capture and share all member feedback with a view to improving the member journey, member offer, member support and processes
* Identify opportunities to maximise the performance and use of the CRM system
* Monitor and maintain GDPR compliance within a member data context
* Assist with and attend internal and external events representing EWI
* All other tasks and responsibilities commensurate with the purpose and objectives of the role

**Key skills, attributes and desirable qualities:**

* A business-minded, self-starter approach with the ability maintain high quality standards
* Excellent organisational skills with the ability to manage own workload despite conflicting priorities and tight deadlines
* Results driven, positive, and highly motivated
* Highly organised and able to plan, prioritise and deliver projects on time and within budget
* An excellent communicator who can articulate the value of EWI’s products and services
* Ability to manage customer relationships and support clients and customers in a professional environment
* Excellent written, verbal, presentation and social media skills
* Customer-focused in product development and promotional activities
* Able to collaborate with a team of various disciplines or work independently as required
* Ability to synthesise and respond to the needs of members
* A strong technical aptitude with experience in IT, CRMs (ideally MS Dynamics) and CMS
* Excellent attention to detail
* A passion for improvement and high quality outcomes
* Ability to contribute to making sound judgements/decisions on operational activity and provide direct input so that informed analysis/judgements can be made.
* Evidence of Continuing Professional Development

**Working Hours:**

This role may require occasional evening work for webinars for which time off in lieu will be given. The arrangements for this will be agreed in advance with the individual.