

### Job description

Job title	Membership Services Assistant
Accountable to	Membership Services and Data Manager
Objectives	<ol style="list-style-type: none"> <li>1. Process membership registrations and enquiries in line with the principles of Customer Service Excellence</li> <li>2. Support the maintenance of data quality in line with internal policies and external legislative requirements</li> <li>3. Build positive membership relations to support recruitment and retention of members with The Fostering Network</li> </ol>
Hours per week	18 hrs per week
Location	Flexible
Status	Permanent Part Time
Disclosure required?	No

## **Responsibilities and accountabilities**

1. Input of membership data into the organisation's database ensuring records are accurate and maintained in adherence with internal and external policies.
2. To process all membership registrations and cancellations in line with internal procedures and contribute to the development of internal practices.
3. Take ownership of and efficiently respond to all customer enquiries in line with the principles of Customer Service Excellence, maintaining a strong working knowledge of internal practices and working with other colleagues from across the organisation as required.
4. Ensure effective archiving of old records and ensure the database is regularly cleansed to enhance data quality.
5. Support colleagues to produce reports, analyse data from the database and support improving its functionality as directed by the Membership Services and Database Manager or Head of Membership Services and Engagement.
6. Represent The Fostering Network at member and internal events, building and maintaining positive working relations with key member stakeholders and promoting The Fostering Network's membership offer.

## **Management**

This post has no line management responsibility.

## **Budget**

This post has no budget responsibility.

## **General statement**

It is the nature of The Fostering Network that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises and undertake tasks that are not specifically covered in their job description.

## Person Specification

### Our Values

As an organisation, we believe that we make a difference to foster care and our people values are expressed in the work that we do:

We are TRUSTED

We are TOGETHER

We are VITAL

### Knowledge and Experience

#### Essential

1. Experience of using membership databases for entering and extracting data
2. Experience of handling sensitive data and applying data protection policies
3. Knowledge of Data Protection policy
4. Applying customer service excellence
5. Experience of using good administrative and organisational practices
6. Experience of producing statistical reports from a database and providing analysis
7. Experience of cleansing data through archiving
8. Ability to work and support team

#### Desirable

1. Experience of using Integra
2. Knowledge of other membership databases
3. Experience of working within a membership organisation
4. Experience of working for a UK charity

### Skills and abilities

#### Essential criteria

1. Identifying opportunities to improve processes and testing solutions
2. Managing complaints from external customers
3. High standard of literacy – ability to write effective correspondence by letter and email using Microsoft Office software
4. Identifying trends in information and an ability to communicate these
5. Successfully representing the organisation at external events
6. Working with internal stakeholders to support and help inform their needs of using membership data
7. Managing competing demands while ensuring a high attention to detail in an efficient manner
8. Understanding of customer service excellence and how it applies to the role

**Additional Information**  
**Pay and conditions of service**

Band	The Fostering Network Band 6
Salary	£19,147 - £27,341 pro rata
Annual Leave	25 Days plus five Fostering Network days (pro rata, as necessary).
Probationary period	Six calendar months.
Notice period	Four working weeks One week during probationary period.
Hours of work	18 hours per week
Pension	Optional. Money-purchase scheme and salary sacrifice option is available with AEGON: Employee contribution is three per cent of gross annual salary Employer contribution is five per cent of gross salary.
Trade Union	The Fostering Network recognises the trade union Unite and members of staff can join if they wish.