

Membership Assistant

Role Details:

Department:	Engagement and Influence	Team:	Membership Services
Reports to:	Membership Services and Data Manager	Responsible for:	This post has no line management responsibility
Contract:	Permanent	Hours:	Full time
Salary Range: (+ London weighting added if eligible)	£22,000 - £27,000	Salary Band:	Band I
Base Location: (London, Cardiff, Belfast, Glasgow or home)	London based with hybrid working available	DBS Check Required?	No
Budget Holder?	No	Policy Owner?	No

Core Purpose:

To process membership registrations, de-registrations and enquiries, and to maintain quality data and build positive member relations to support the recruitment and retention of members. Provide administrative support to the different member journeys, in line with the engagement strategy.

Primary Objectives:

1. Input 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
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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.
6. Provide administrative support to the Head of Membership with member and partner meetings, webinars and the various member engagement journeys
7. Work with the team to manage the member mailboxes
8. Represent the membership team, building and maintaining positive working relations with key players and promoting The Fostering Network's membership offer.

Responsibilities:

1. Process membership registrations and enquiries in line with the principles of Customer Service Excellence
2. Support the maintenance of data quality in line with internal policies and external legislative requirements
3. Build positive membership relations to support recruitment and retention of members with The Fostering Network
4. Provide administrative support to the member engagement journeys

Team Working:

- Work closely with the Membership Services to ensure that plans and priorities align with wider organisational plans and strategies
- Effectively represent the team and actively contribute at internal meetings and external events
- Understand and adhere to The Fostering Network's policies and practices
- Engage with and demonstrate commitment to The Fostering Network's mission, vision, values and strategy
- Proactively engage with the performance development approach, taking responsibility for seeking appropriate development opportunities and taking part in learning.
- Take a relationship-based approach to your work, understanding that creating positive relationships with our internal and external stakeholders is central to achieving our objectives
- Undertake any other duties appropriate to the level in accordance with agreed procedures and guidelines

Main Stakeholders

In addition to their immediate team, this role-holder will particularly work with:

Internal

External

<ul style="list-style-type: none"> • Work with internal departments on membership queries • Ensure the correct membership processes are followed 	<ul style="list-style-type: none"> • Work with fostering services on their membership invoicing and foster carer updates. • Respond to external stakeholders membership enquiries
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What we're looking for:

Essential Knowledge, Experience & Qualifications

- Using membership databases for entering and extracting data
- Handling sensitive data and applying data protection policies
- Applying customer service excellence
- Good organisational skills and ability to prioritise own workload
- Cleansing data through archiving
- Proficient in Office 365
- Minimum of 1 years' experience providing effective administrative support to teams
- Willingness to work outside of 'traditional' working hours - occasional evening work may be required

Essential Skills & Attitudes

- Identifying opportunities to improve processes and testing solutions
- Dealing with minor complaints from external customers
- High standard of literacy – ability to write effective correspondence
- Identifying trends in information and an ability to communicate these
- Successfully representing the organisation internally and externally
- Working with internal stakeholders to support and help inform their needs of using membership data
- Managing competing demands while ensuring a high attention to detail in an efficient manner
- Commitment to maintaining the confidentiality of information held by The Fostering Network
- Commitment to Equality, Diversity and Inclusion
- Commitment to The Fostering Network's mission, vision and values

Desirable

- Producing statistical reports from a database and providing analysis
- Experience of using Microsoft Dynamics
- Knowledge of other membership databases
- Experience of setting up and using online webinar platforms such as Zoom and Teams Webinar
- Experience of working within a membership organisation

- Experience of working for a UK charity
- Care experienced and/or lived experience of foster care