**Job Description**

## **Job Title: Membership Services Officer**

## **Department:** **Membership Services**

## **Reporting to: Membership Team Leader**

## **Location:** **Lilleshall National Sports & Conference Centre, Nr Newport, Shropshire TF10 9AT**

## **Job Purpose**

To be responsible for redesigning and delivering our standards and processes to provide an excellent member support experience to our members, potential members and stakeholders.

## **Key Objectives**

* Deliver Archery GB’s membership service standards and report on exceptions
* Ensuring members’ queries are dealt with effectively and resourcefully to the highest level of membership service
* Ensuring the accuracy of the Archery GB CRM system
* Assisting with the redesign and development of membership services standards and processes to improve effectiveness and efficiency and provide a superior quality experience for our members
* Flexibly supporting the delivery of administration duties in-line with the Membership Services Department

**Key Activities**

* Provide consistently high-quality customer service to members and prospective members through all forms of communication including: phone, email, letter and on occasion, face-to-face
* Provide well-informed and prompt responses to enquiries on a range of topics, including membership fees, payment queries, policies and processes
* Investigate and resolve (or escalate) membership and payment issues
* Ensure the Archery GB Customer Relationship Management database and individual membership records are maintained in line with GDPR.
* Minimise errors to avoid unnecessary work load
* Proactively provide feedback on common sources of issues/questions and make recommendations on how the member experience can be improved
* Assist in identifying opportunities to enhance and improve membership service standards
* Support and assist with the development and delivery of tools and processes to ensure a quality member experience and firm membership engagement
* Collaborate with the Membership Services Team, Archery GB staff, other departments and external stakeholders to ensure effective management of members’ queries and a good member experience
* Prepare data reports for Archery UK, the half-yearly members’ magazine
* Undertake other reasonable duties and ad hoc projects at the request of the Membership Team Leader

# **Key Relationships/Interfaces**

The Membership Services Officer will work with the Membership Team Leader, the Membership Services Team, Archery GB staff, members and key volunteers, external stakeholders and partners

# **Key Measures**

The success of this role will be measured on:

* Quality of member experience as measured by the Membership Services Standards
* Identification and delivery of membership services improvements

# **Flexibility Clause**

The job holder is required to be flexible in their duties and may be required to undertake other duties and responsibilities as specified by Archery GB

# **Variation Clause**

This is a description of the job as it is constituted at the date shown.  It is the practice of Archery GB periodically to review job descriptions, to update them and to ensure that they remain relevant to how the job is to be performed.

**Last reviewed:**   September 2023

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**Personal Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications & Training** | * GCSEs (or equivalent) in Maths and English | * OCR (or equivalent) vocational Customer Service qualification (NVQ/Diploma) |
| **Knowledge** | * A thorough understanding of customer service * Familiar with customer communications structure (basic letters and e-mails etc) | * Familiar with membership organisations * Customer Relationship Management (CRM) systems |
| **Experience** | * Experience of working in a member/customer support department * Working as part of a team * Dealing with members/customers via e-mail and telephone * Data gathering and creating reports | * Experience of working in a customer call centre or member support environment * Dealing with a high level of activity * Working in a membership organisation * Working in a small organisation * Working with a CRM systems |
| **Skills & Abilities** | 1. Excellent communication and interpersonal skills 2. The ability to build trust with colleagues’ and customers/members in order to deliver the best customer/member experience 3. Good organisational and time management skills 4. The ability to self-motivate and to work on own initiative and under pressure 5. Ability to self-motivate and set realistic personal goals within the workload 6. Strong verbal and written communication skills 7. Excellent numeracy skills 8. Good IT skills, familiar with MS Office applications 9. Desire to learn and develop 10. Attention to detail | * Experience of using a CRM system * Asks questions and looks for improvements |