

Membership Administrator

Job Description

The Historical Association [HA] is a registered charity incorporated by Royal Charter. Since 1906 we have brought together people who share an interest in the past, and work to further the study and teaching and enjoyment of history in all guises and forms: professional, public and popular.

The HA is a busy organisation with offices by Kennington Tube Station in South London. It has a small staff (6 full-time and 3 part-time). To find out more about the HA, visit www.history.org.uk.

Membership is a core function of the Association. We have around 6000 members across the UK and internationally, with secondary schools and history teachers comprising the bulk of our membership. We are looking for a highly-organised, efficient and friendly membership administrator with a keen eye for accuracy who can provide a high level of support as we seek to develop and grow our membership base.

Job Overview:

Job title:	Membership Administrator
Location:	Kennington, London
Responsible to:	Membership Manager
Salary:	£21-24k (based on previous experience) Plus 6% pension contribution
Hours:	35 hours per week
Closing Date:	Tuesday 10 July
Interviews:	Thursday 19 July
Main function of job:	To provide professional, efficient and friendly administrative support on all aspects of membership.

Please email your CV with a covering letter outlining your suitability for the role to Emily Randall, Membership Manager on emily.randall@history.org.uk

We regret that due to the volume of applications we may not be able to respond to unsuccessful applicants. Applicants shortlisted for interview will be informed by 5pm on Thursday 12 July.

Job Description:

Administrative duties:

- General reception duties including answering calls, taking messages, responding to enquiry emails, dealing with incoming and outgoing post and supporting on-site meetings.
- Dealing with membership enquiries efficiently through multiple platforms - online, post, email and phone – to meet our membership Service Level Agreement turnaround.
- Process new member applications and renewals, and promote membership to non-members
- Liaise with subscription agents to deal with subscription claims and enquiries
- Input, maintain and cleanse data held in our membership CRM
- Assist in the maintenance of office and filing systems including Gift Aid
- Oversee stock levels for membership stationery and promotional materials
- Process orders and purchases made through the HA online shop
- Maintain the membership training manual as required

Financial duties:

- Generate and monitor membership invoices and receipts
- Process financial transactions connected to membership including batching cheques, credit/debit card transactions, paypal transactions, Direct Debit, and BACS payments
- Support the Finance Manager with entering general invoices and expense claims, invoicing advertising, filing paperwork, and preparing and entering banking onto the HA accounting system.

Membership and marketing support:

- Support the Membership Manager with delivery of membership communications including emails, letters and social media as required
- Support the Membership Manager with data and insights relating to monthly statistics and membership trends as required
- Support the Membership and Marketing Managers with the implementation of recruitment and retention campaigns as required

Other duties:

- Support legislative compliance with GDPR
- Attend events and conferences to represent the Association
- Provide some support for administration of HA branches as required
- Support the Membership Manager with supervision of work experience students and interns
- To perform other ad hoc duties as required

This job description is not exhaustive, but is provided to assist the post-holder in understanding their main duties. It may be amended from time to time without change to the levels of responsibility.

Skills and personal qualities required:

Experience: Excellent knowledge of Windows programmes including Excel, Word and Outlook. Previous experience of using CRM databases is essential, ideally related to membership processing. Experience of offering excellent

customer support via various channels including email, phone, and social media.

- Education:** Preferably a history graduate but not essential.
- Abilities:** Able to work on own initiative but able to determine which issues should be referred to management. Ability to work under pressure and manage multiple tasks effectively during busy periods.
- Aptitudes:** Organised approach and strong administrative skills. Meticulous attention to detail. Strong numeracy skills and the initiative/flexibility to deal with a varied workload. An understanding of the importance of excellent and seamless customer service.
- Communication skills:** Must be able to communicate effectively to management, members, and other staff. A high standard of written and verbal communications is required. Must be able to demonstrate good customer focus with excellent interpersonal skills.

	Essential	Desirable
Experience and Qualifications		
A year's experience in a similar role*		•
Educated to degree level or a similar professional qualification*		•
Prior experience of working with databases/CRM systems	•	
Experience of working in an office environment	•	
Experience of offering excellent customer support via various channels	•	
Skills		
Evidence of sound administrative and organisation skills	•	
Excellent written and verbal communications skills	•	
Proficiency in Microsoft Office applications, especially Word, Excel, Outlook	•	
Excellent interpersonal skills: able to deal with members in an efficient, calm and sensitive manner	•	
Confident in using the internet effectively	•	
A high level of literacy and numeracy	•	
Excellent problem solving skills	•	
Knowledge		
Understanding of how the Historical Association works		•
Understanding of, or experience in, a membership-based organisation		•
Personal Attributes		
Ability to prioritise, multi-task and work under pressure	•	
Ability to work both within a team and on one's own initiative	•	
Highly motivated and goal orientated	•	
Sharp attention to detail	•	
Willingness to work occasional evenings and weekends with time off in lieu	•	

* Please note that you must have either experience in a similar role or a degree or equivalent.