



Membership Administrator

Job Description

Overview

The Historical Association (HA) is a membership charity which brings together people who share an interest in the past, and which works to further the enjoyment, study, teaching of history at all levels.

Membership is a core function of the Association. We service over 23,000 individuals through membership across the UK and internationally, with primary and secondary teachers, schools and educators forming the bulk of our membership. We are looking for a highly organised, efficient and friendly Membership Administrator who can provide a strong level of support with day-to-day financial and administrative processing, and the delivery of a first-class membership service as we seek to further develop, engage and retain our membership base.

The Membership Administrator sits at the heart of the HA team and acts as the first point of contact from our London office. The role offers an exciting opportunity to help the organisation to meet its membership targets, to develop skills, and to make an impact through your everyday work as part of a small, busy and dedicated team.

Details

Job title:	Membership Administrator
Location:	Kennington, London*
Responsible to:	Membership Manager
Salary:	£26,500 plus 6% pension contribution
Hours:	35 hours per week This is a permanent, full-time post subject to successful completion of a probationary period of six months.
Annual Leave:	25 days per annum plus office closure between Christmas and New Year
Closing Date:	Tuesday 5 August (midnight)
Interviews:	Wednesday 13 or Thursday 14 August (in person)
Main function of job:	To provide professional, highly efficient and friendly administrative and financial support on all aspects of membership.

** Primarily an office-based role, with flexibility for a maximum of two days a week to be worked remotely*

To apply please email your CV along with a personal statement explaining why the position appeals to you, why you wish to work for the HA and demonstrating how you meet the requirements of the job description below to emily.randall@history.org.uk before midnight on Tuesday 5 August. Please note that applications submitted without a covering letter will not be considered.

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 the end of Friday 8 August.

Job Description

As Membership Administrator you will be responsible for providing strong administrative support for the successful operational delivery of the HA's membership function. You will work as part of a small membership team comprising the Membership Manager and Membership Officer but will also work closely with other staff across the organisation.

Administrative duties:

- Efficiently respond to membership enquiries through multiple channels – phone, email and post - in order to improve the membership experience and meet our service level turnarounds
- Manage and maintain member data on our CRM database including the processing of new applications and renewals and ensuring all data is accurate and up to date
- General office reception and maintenance duties including answering calls, responding to general enquiry emails, organising and maintaining office materials, and supporting meetings as required

Financial duties:

- Responsible for the processing and recording of financial transactions connected to membership
- Raise membership invoices and receipts, and follow up on overdue invoices
- Support the Membership Officer with the administration of Direct Debit processes

Communications and marketing support:

- Support the Membership Manager with the development and delivery of membership communications through a variety of channels including digital and print
- Support the implementation of recruitment, engagement and retention campaigns
- Support the Membership Manager with data and insights relating to statistics and trends

Other duties:

- Contribute to and support the delivery of our membership and strategic plans
- Maintain the membership training manual as required
- Support database development, automation and process-driven administrative improvements
- Support legislative compliance with GDPR
- Attend events and conferences to represent the Association where required – sometimes on evenings and weekends with time off in lieu
- Support the Membership Manager with supervision of interns
- To perform other ad hoc duties as required

This job description is not exhaustive but provides an outline of the main duties. It may be amended occasionally without change to the levels of responsibility.

Person specification

Qualifications and Experience:

- A first degree or equivalent, ideally in history or a closely related subject AND/OR at least a year's experience in a similar role.
- Experience of working with CRM databases, ideally related to membership processing.
- Excellent knowledge of Microsoft Office programmes including Excel, Word and Outlook.
- Ideally experience of a customer-facing support role covering multiple communication channels.
- Ideally some experience of working in an office environment.

Abilities and Aptitudes:

- Highly organised and efficient with strong and proven administrative skills.
- Meticulous attention to detail.
- Able to work under pressure and prioritise multiple deadlines and manage repetitive tasks effectively during busy periods.
- Excellent interpersonal skills and able to communicate effectively, both verbally and in writing, with members, enquirers, staff and management.
- Flexible and able to deal with a varied and demanding processing workload.
- Able to work independently on own initiative and able to determine which issues should be referred to management.
- Demonstrates a strong understanding of excellent and seamless customer service.
- Strong numeracy skills and high standard of written communications.
- Understands the role of the Historical Association, subject associations and membership organisations.

Personal Attributes:

- A strong team player with the ability to engage with varied audiences internally and externally.
- Highly motivated and goal-orientated.
- A desire to deliver the very best service.
- Confident, resilient and calm under pressure.
- Positive, hands-on attitude.

The HA aspires to be a fair and equal employer and to promote a supportive, diverse and inclusive workplace. We are working hard to guarantee that individuals from all backgrounds are respected, supported, engaged, and have a voice within all aspects of our work. We are keen to receive applications from Black, Asian and ethnically diverse people; people with disabilities (visible and invisible, mental and physical); people who identify as being LGBT+; and people who identify as working class or have done so in the past.