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JOB DESCRIPTION

JOB DETAILS

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| Job Title: | Membership Administrator |
| Line Manager | Support Services Administrator |
| Location: | Home working but with regular working days in Glasgow |
| Operational Committee: | Community Life Committee (CLC) |
| Date of this version | July 2022 |
| Salary Grade: | £21,387 starting salary, grade C |
| Probation Period | 6 months |

JOB PURPOSE

This is a vital membership-facing role, providing an excellent level of service to the Iona Community's membership comprising Members, Associate Members, Friends, Supporters and Donors.

The post-holder will play a key role in ensuring that all communications with the membership are handled efficiently and effectively and that the Iona Community's database accurately reflects the details and preferences of our membership and supporters.

This post is part of the Iona Community Administration Team. While the main focus of the work will be on Membership duties, the post holder will be expected to work with, and provide cover for, other members of the Team.

MAIN RESPONSIBILITIES

1) Administration

- a) To process all queries including membership applications, from Members, Associates and Friends, ensuring welcome packs are sent.
- b) To maintain accurate membership records, and produce monthly reports of changes.
- c) To ensure that accurate consent for mailings is gathered and recorded
- d) To assist membership in accessing Iona Community Belong, and the member's directory
- e) To assist with "With Us" process, this is the process through which Members make a conscious decision to continue in Membership for another year
- f) To work closely with the Membership Manager to maintain the systems set in place on the database
- g) To assist Membership Manager in regular database housekeeping tasks.
- h) To provide secretariat support to the Community Life Committee
- i) To provide administrative support to all CLC groups (e.g. Regional Conveners, Common Concern Networks).

2) Communication

- a) To develop good relationships with Community supporters and donors, and to ensure that records are kept up to date
- b) To assist the Membership Manager in keeping Iona Community Belong up to date
- c) To assist the Membership Manager at online events such as Associate Member meet ups
- d) To maintain mailing lists.
- e) To adhere to the GDPR guidelines.
- f) To report any risks to the Iona Community in relation to data collection and maintenance

3) Financial Management

- a) To input financial data/donations/gifts received.
- b) To reconcile all Membership monies received.
- c) To provide accurate monthly finance reports.
- d) To administer Gift Aid.

Other reasonable duties as required.

SUPERVISION AND BUDGET RESPONSIBILITY

The post has no line management or budgetary responsibilities, although there will be a requirement to work within set budgets of the Iona Community.

LEVEL OF AUTONOMY AND DECISION-MAKING

The work is directed by the needs of the Iona Community through the Community Life Committee. A significant degree of initiative is required in dealing with and replying to correspondence and enquiries. While the day-to-day work is not always self-generating it is, by and large, left to the post-holder's own initiative to prioritise tasks as necessary. Changes to process will require authorisation but will largely be driven by the post holder and the Support Services Administrator and Membership Manager

COMMUNICATIONS

The main internal contacts of the post are:

- Finance Department regarding provision of reports of weekly bank statements, Membership payments and other reports.
- Membership Manager for liaising about Membership queries
- Membership Manager for maintenance of the database
- Membership Manager for updates about membership
- New World Foundation
- All other Departments for providing mailing information etc.

The main external contacts of the post are:

- Regional Coordinators, Family Group Convenors, Common Concern Network Moderators, Members, Associate Members, Friends, Supporters and Donors on a regular basis via email, telephone, face to face, and post
- Regular contact with the general public enquiring about enrolment/membership

PERSON SPECIFICATION

Essential Abilities

- Ability to communicate calmly, professionally and positively with membership and colleagues by telephone, email, online and by letter
- Ability to self motivate when working from home.
- Ability to exercise a sense of urgency and work under pressure
- Ability to provide excellent service when handling membership and supporter enquiries
- Ability to be a proactive team worker
- Outstanding attention to detail
- Highly accurate data entry skills
- Ability to administer individual workload under guidance and to ask for help when required
- Brings enthusiasm and a 'can-do' attitude

Essential skills and experience

- Significant administrative experience ideally in a Membership environment.
- Excellent membership care skills
- Excellent database skills, ideally CiviCRM
- Excellent MS Office skills
- Numeracy
- A high standard of written and spoken English
- Working knowledge of GDPR guidelines

The postholder should also be in sympathy with the aims and concerns of the Iona Community.