



The Royal Scottish Forestry Society

Membership Administrator – Job Description

Background

The Royal Scottish Forestry Society is an educational charity focussing on promoting the understanding of trees, woods and forestry. Every year RSFS puts on what we believe to be the biggest programme of practical forestry events across Scotland. The Society has a mix of individual and organisational members. Our membership includes professional foresters and managers, woodlands owners and many others with an interest in trees and woods.

This is a new role providing an excellent opportunity to contribute to a dynamic and growing charity. You will be responsible for managing the membership information and be the main point of contact for members. You will work with the officers and volunteers to support the annual programme of events. We are looking for someone who takes pride in what they do and in the ethos of the RSFS. You should be well organised and approachable. Previous experience of customer relationship management would be a distinct advantage.

Main Responsibilities

Member engagement

- Provide the principal point of contact for existing and prospective members
- Welcome new members in an engaging, timely and efficient manner
- Build effective relationships with the membership to develop an understanding of their needs
- Work with the RSFS Board to support membership development and marketing support

Membership data management

- Maintain the Society's membership records using SubscriberCRM
- Expand use of SubscriberCRM's core functionality to secure efficiencies in member management
- Manage the collection of subscriptions (Direct Debit, card, bank transfer and cheque)
- Ensure that the data in DD system is accurate and up to date and collections are made, and records reconciled
- Provide updates to the Board on membership numbers and trends

Member communications

- Manage journal distribution lists and external *Scottish Forestry* sales
- Manage online access to *Scottish Forestry* archive for members and subscribers
- Liaise with the Editor on the inclusion of RSFS news and events in the fortnightly eNews
- Promote the RSFS at events as agreed by the Board
- Contribute to the Communications Committee as required by the Communications Director

Event support

- Liaise with the Board and Regional Committees to support the development and delivery of the programme of regional field days, the Annual Study Tour and other events
- Ensure details of events are uploaded on the RSFS website in a timely and accurate manner
- Manage event bookings, liaising with organisers and participants as required
- Attend Annual Study Tour, AGM and other events as agreed

Person Specification

We are looking for someone who can provide evidence that they have the following experience, skills and aptitudes. Those marked (E) are essential, whereas those marked (D) are desirable.

Knowledge and Experience

- Very competent with databases, GDPR aware (E)
- Experience of using Subscriber or similar CRM package (D)
- Use Microsoft Office suite programmes effectively and efficiently (E)
- Experience of dealing with web based interfaces and transactions (D)
- Experience of working for a small charity (D)

Personal Qualities

- Organised approach to work and excellent time management skills (E)
- Excellent verbal and written communication skills (E)
- Ability to work independently, contributing to the overall team (E)
- Personable and approachable (E)

Working pattern and Location

You will be expected to manage your time to meet the needs of the role. Peak times are Dec/Jan when memberships are renewed and April/May for the Regional Field Days, Annual Study Tour and AGM. In total this will be 66 days throughout the year, which includes 7 days, either leave or public holiday, to be taken with our prior agreement.

This is a remote role. The job holder will also be expected to attend some meetings and field visits throughout Scotland.

Salary

Up to £25k FTE pro rata - £7920

Start date

To be agreed. Ideally December 2022.

How to apply

Please provide details of relevant knowledge, experience and personal qualities which demonstrate how you meet the requirements for this post. Send this along with a CV to chair@rsfs.org.uk

For an informal discussion of the role please contact – Simon McGillivray, RSFS President
simon.macgillivray@lennoxconsultants.co.uk

Applications close on 5pm Friday 25th November Interviews will be held on 2nd December in person in Edinburgh or online.