# Job Description:



**Job Title:** Membership Administrator (Ref: YSMA22)

**Salary Scale:** SJC Points 15 - 18 (£19,904 - £21,289) pro-rata

**Hours of Work:** Part-time at 21 hours per week

**Location:** You will be required to work at Balfour House, Edinburgh, on a minimum of 1 day per week, the remaining hours can be worked from home or Balfour House.

**Holidays:** FTE: 37 days (25 Annual Leave increasing by 1 day each year up to 30 days and 12 Public Holidays) **Pro-rata: 22 days**

**Contract:** Permanent, subject to funding.

**Line Manager:** Operations Manager



### Job Purpose:

* To support all aspects of the membership administration and operations of Youth Scotland.

### Key Responsibilities and Main Tasks:

* Act as a first point of contact within Youth Scotland for enquiries from member groups and those wishing to become members
* Operate our CRM membership system and take a lead role in processing membership applications and renewals, ensure membership payments are kept up to date, compile membership reports and collate statistics as required
* Operate systems in support of membership services, such as small grants schemes and user surveys
* To provide general administrative support to Youth Scotland staff in supporting member groups
* Carry out reception duties, including answering the telephone and meeting and greeting visitors (when in office)
* To attend and take minutes at staff meetings and other meetings as required
* Assist in quality control within organisation to maintain high standards against customer service and membership support.

### Occasional Tasks:

* To attend conferences, training events and meetings as required
* To undertake any other duties that may be required and which are commensurate with the post