



Social Enterprise Scotland

Job Title:	Membership Officer
Responsible to:	Membership Manager
Time requirement:	Full Time
Salary:	£25,000 per annum
Location:	To be decided (remote/hybrid and flexible working may be considered), however the post will involve travel throughout Scotland and the post holder may be required to work occasional evenings and weekends as required, for which, time off in lieu will be accrued.

Purpose of the Job

The primary role of the Membership Officer is to facilitate a strong and engaged membership.

The Membership Officer will have responsibility for supporting in the development, implementation, and evaluation of our membership strategy, including the recruitment and engagement strategy and membership retention. The role will support the achievement of an effective membership renewal process, ensuring that the membership team reaches its annual targets.

This role will include working with internal teams and external sources to produce membership communications, alongside engagement and participation opportunities for members and supporters.

The Membership Officer will be a CRM super user and maintain an efficient membership administration, including updating the database, analysing and reporting on the membership evolution of SES.

The Membership Officer will be a point of contact for SES members and potential members in relation to membership enquiries, applications and renewals.

The successful person will be responsible for efficiently providing administration and support services to SES's Membership team.

As this is an evolving role, the nature of the duties may change and develop, according to the needs of the team. This will require a flexible and adaptable approach.

Responsibilities

Support the effectiveness and efficiency of the membership team by

- Supporting and maintaining the CRM system, ensuring data is accurate, complete and up to date and that detailed analysis of membership profiles are available
- Supporting a smooth membership onboarding process for members
- Working with the membership team to develop and implement membership recruitment strategies
- Developing a thorough knowledge of SES members, helping ensure we identify any emerging trends, aspirations behaviours and needs
- Delivering an excellent level of service to members and potential members, ensuring well informed and prompt responses to enquiries
- Supporting the organisation and promotion of events and meetings at a local, regional and national level
- Supporting and contributing to relevant and timely written content and data for the SES website, social media, marketing campaigns and external communication opportunities.
- Supporting the successful delivery of member activities, campaigns and services, ensuring that feedback from members is used to inform continuous development and improvement in the organisation and services.
- Supporting a range of online, inperson and hybrid events
- Support Social Enterprise Networks – local and thematic – including providing secretariat support (organising meeting and taking minutes)
- Assist in identifying participation opportunities for members and supporters who want to engage with the work of SES
- Ensure the CRM database and member records are maintained in line with GDPR

Undertake other duties that may from time to time be necessary, that are compatible with the nature and grade of this post.

Person Specification

Experience & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Experience of working within the membership function of a professional organisation • Strong skills and experience in updating and maintaining a membership CRM database • Experience of delivering and monitoring customer or supporter service, ideally in a membership role • Sound knowledge and experience of using key applications (e.g. Excel, Word) • Excellent communication (all forms) and interpersonal skills • Keen attention to detail and accuracy in recording statistical data and providing reports • Excellent organisational, administrative and time-management skills • Knowledge of principles of GDPR <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in a multi-tasking small team • Experience of working to set targets, implementing monitoring techniques and producing evaluation summaries. • Understanding of the social enterprise sector • Experience of providing a secretariat service • Experience of organising and supporting events (online, inperson, hybrid)
Attributes	<ul style="list-style-type: none"> • Self-motivated, able to use initiative, prioritise work to meet tight deadlines • Confident person, able to communicate with people at all levels • Customer-focused • Friendly, approachable manner • Good team player
Reflecting our team values	<p>We are a strong cohesive team which provides an excellent service to our members. We are:</p> <p>Professional Passionate Accessible Supportive and always act with integrity</p>

ADDITIONAL INFORMATION:

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the General Data Protection Regulations.