

We are housing Scotland



Membership Administrator

Salary:	Band F - £22,687
Type of Position:	Permanent
Annual Leave:	29 Days & 10 Public Holidays (Pro rata for part-time posts)

Job Overview

The Membership administrator will actively contribute to SFHA's success through supporting the day-to-day operations of the Membership Team by providing administrative and business coordination. The post holder will provide business support in line with organisational needs and priorities and work directly with the Member Solutions and Funding lead to support the delivery of our funding streams and support the membership function as we seek to deliver an exceptional offering to our members.

You will be a key part of a small team that plays a vital role at SFHA in ensuring we provide brilliant services to our members.

Main Duties & Responsibilities

Membership

- To support with administration for the membership function
- Update membership details from a variety of sources and ensure database accuracy in our CRM and maintain relevant content of CRM
- Information gathering and assisting with relevant projects
- Assist with the drafting of member briefings when required
- Monitor our key member engagement platforms
- Liaise with membership team and communications team to create mailings to ensure members are kept up to date
- Update website with relevant information for SFHA members when required, monitor website content is up to date and accurate

- Support member solutions and funding lead with member reaffiliation process
- Provide support for events

Funding

- To support with administration for SFHA's funding function
- Prepare documents to record relevant information
- Prepare and personalise Grant offer letters and any other relevant correspondence and save in relevant location
- Process grant offer letters upon completion
- Collate application information and update relevant documents
- Manage email correspondence received via the innovation mailbox and direct as appropriate
- Arrange and support meetings with members and external partners
- Gather large amounts of data for reporting and update relevant capture documents
- Ensure payments are recorded accurately and liaise with finance department are aware of payment schedules
- Ensure regulatory requirements are adhered to

Other Duties

- Contribute towards effective knowledge management within the SFHA
- Ensure compliance with and implementation of the SFHA's policies including those relating to health and safety, emergency procedures, equal opportunities, code of conduct and disciplinary procedures
- Offer innovative ways of achieving the business objectives of the SFHA
- Undertake any other duties considered reasonable within the scope and purpose of the post as may be instructed by the line manager
- Responsible for the day to day management and regular review of information held on SharePoint within department folders
- Promote and police the corporate brand in all the SFHA communication channels
- Take notes at meetings as required. Write up and distribute meeting notes accordingly and promptly.

Person Specification

Essential

- Excellent written English
- Excellent communication skills
- Meticulous attention to detail
- Enthusiastic and willing to learn
- Familiarity with Microsoft software particularly MS excel
- Ability to work at pace and prioritise competing priorities

- Strong organisational skills
- Demonstrates an ability to work flexibly

Desirable

- Understanding of housing association sector
- Understanding of membership organisations
- Understanding of funding functions
- Familiarity with Office 365 and Salesforce