

**Role: Membership Services Assistant****Reporting to:** Membership Services Officer**Hours:** 21 Hours per week (can be worked flexibly over 4 or 5 days)**Location:** Home-based within the UK (with expectation of quarterly team meet up in Edinburgh)**Contract:** Fixed to 31<sup>st</sup> March 2025 – continuation subject to funding and business needs.**Salary:** £22k full time equivalent. [£12.08 per hour]**Befriending  
Networks**

*We are happy to talk flexible working and have a range of supports and benefits which can enable this from Day 1. We are a Living Wage Employer and a Carer Positive organisation.*

### About Befriending Networks

Befriending Networks is the network of organisations for the befriending sector, with over 370 members across the UK. We are growing our team and look to appoint a Membership Services Assistant to support the delivery of membership services.

We need someone proactive and customer-focused who has a 'can do' mindset. You will be a team player, willing to get stuck in, learn, and develop, and in return you will be joining an organisation which values its people and offers a supportive working environment.

As a membership organisation, our charity provides a high standard of information sharing, training, quality development and consultancy in relation to befriending. Our activities support the delivery of quality befriending services and maintain an effective and supportive network among our members. We raise the profile and understanding of befriending among politicians, commissioners, funders, and the public.

You will be joining at staff team of 8 employees, the majority of whom work in part-time roles. Our staff are located across the UK in home-based roles which advance our vision of a society that values befriending, recognises its importance, and provides befriending support to everyone who needs it.

### Purpose of the Post

The Membership Services Assistant will contribute to the outcomes and activities of our Membership Services team. You will often be the first point of contact for our members and will be able to offer excellent services, which are responsive to our members requests and needs.

Delivering support to our Membership Services Team, the focus areas for this post are:

- 1. Maintaining an accurate record of our membership using our website and Salesforce CRM.**
- 2. Responding to member needs in relation to user access, joining and renewal processes, or change of users.**
- 3. Contribute to the smooth running of membership events and thematic campaigns.**

All positions within Befriending Networks are expected to contribute appropriately and proportionately to our shared purposes. This may include contributing to our collective team outputs in relation to supporting our membership, policy and influencing, learning and development, network events, and research and impact.

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## Description of Tasks and Work Duties

### 1. Maintaining an accurate record of our membership using our website and Salesforce

- Conduct due diligence checks for membership applications.
- Create new accounts, contacts, and leads on Salesforce.
- Data Management of member contacts on Salesforce and website ensuring they are well maintained.
- Make telephone calls to members to support and encourage timely renewal of membership and support prompt payment of overdue invoices.

### 2. Responding to member needs in relation to user access, joining and renewal processes, or change of users

- Support and communicate with new members throughout the application and welcome process.
- Respond to and manage website user enquiries.
- Undertake general administrative tasks which support the work of our Membership Services team such as sending emails, making phone calls, booking meetings, or setting up online events.
- Respond to enquiries from the public regarding signposting for befriending services.

### 3. Contribute to the smooth running of membership events and thematic campaigns

- Assist colleagues to deliver membership events, this may include preparing delegate packs, co-hosting zoom events, taking notes and recording event outcomes, as well as identifying follow up actions such as sharing links and resources post-event.
- Engage in targeted phone calls for upcoming events and membership support initiatives.
- Contribute to membership engagement for befriending week and supporting preparation and delivery of themed campaigns throughout the year.
- When requested attend or represent Befriending Networks at external events either online or in person.

### 4. Other relevant information

- You may be allocated other duties proportionate to your skills, knowledge, and experience. Should these duties become a regular or permanent feature of the role, discussions should take place during annual appraisals as to their inclusion in the job description.
- You will receive and participate in regular support and supervision and be encouraged to engage in training appropriate to your role alongside continuous professional development.
- You will prepare and deliver against an agreed workplan.
- You will take part in fortnightly team meetings and sessions which support the strategic development of Befriending Networks.
- You will attend team meet-ups which take place quarterly in person, typically in Edinburgh. Expenses are paid.



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## What we are looking for

We are looking for someone who is passionate about social change and creating impact in communities. You should believe in the power of befriending and the importance of social connection. Delivering our work contributes to the reduction in inequalities, advancing positive outcomes for individuals and communities, and increased connection and confidence. You will be motivated by delivering excellent service and supporting the growth of a connected membership community.

We are looking for someone who loves working with others, who can solve problems and use their initiative and can navigate their way around online systems. Training will be given for this role.

The following **person specification** criteria will be used to help us assess candidates for this role.

### Essential

- Experience using online database/CRM systems and managing data.
- Experience of administrative work and use of the tools which enable this, such as Microsoft Office applications (Word, PowerPoint, Excel, Outlook, Teams) and a familiarity with Zoom.
- Excellent customer service - with previous experience of providing services to others in person, by email or by telephone.
- Attention to detail in written communications.
- Experience of working in a small team, with autonomy, and being able to form good working relationships with colleagues.
- Good communication and organisational skills and ability to work independently on assigned tasks whilst being an excellent team member.
- Resilience with the ability to adapt to changing contexts and environments in our growing organisation.
- Ability to work on more than one project or task across any given day.

### Desirable

- Confidence in use of Salesforce as a user or administrator.
- Experience of remote / home-based working – including use of Teams and Zoom.
- Experience of website administration.
- Knowledge related to the safe and secure handling of personal data, confidentiality and the GDPR.
- Knowledge of the befriending or social/third sector – in a paid or voluntary capacity.



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## How to apply and key dates

Applications should be made using our application form – available at [www.befriending.co.uk](http://www.befriending.co.uk)  
The following dates and deadlines should be noted by candidates.

<b>Recruitment opens</b>	30 <sup>th</sup> June 2023
<b>Informal enquiries</b>	3 <sup>rd</sup> July 2023 to 24 <sup>th</sup> July 2023
<b>Deadline for Applications</b>	24 <sup>th</sup> July 2023 at 5pm
<b>Review of applications by appointment panel</b>	25 <sup>th</sup> July – 28 <sup>th</sup> July
<b>Notification of invite to interview</b>	w/c 31 <sup>st</sup> July
<b>Interview Dates</b>	9 <sup>th</sup> and/or 10 <sup>th</sup> August

Informal enquiries are encouraged, you can ask questions by email or request for a call back from a member of our team. Our team work part-time and responses may take up to 48 hours. Responses will not be made at the weekend. Please email [info@befriending.co.uk](mailto:info@befriending.co.uk)

**We will only accept applications made using our Application Form. Completed application forms should be sent by email to [info@befriending.co.uk](mailto:info@befriending.co.uk) by 5pm on Monday 24<sup>th</sup> July 2023.**

*Please note, if you have not heard from us by Thursday 3<sup>rd</sup> August you can assume that we are unable to progress your application any further.*

## Employee Benefits

In addition to your monthly salary this post attracts:

- a 6% Employer Pension Contribution
- 21 days annual leave (this is a pro-rata allocation for part time work)
- A comprehensive employee handbook
- Employer supported volunteering
- Paid carers leave

This is a home-based role - a laptop, mobile phone, and IT accessories will be provided. Following a risk assessment, support will be available to ensure that home-working spaces are fit for purpose.



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