Membership Team Administrator - Job Description

Job Title:	Membership Team Administrator
Reports to:	Development Manager
Position within Structure:	Team Member
Salary:	£21,840 Full time salary which equate to £9,360 for 15 hours per week
Work Location:	Hybrid: on agreement including home working, Greyfriars Charteris Centre, 138-140 Pleasance, EDINBURGH, EH8 9RR
Travel requirements:	Throughout Scotland and rarely in the UK
Contract Type:	6 months fixed term 15 hours Please note that this role is for one employee for 15 hours per week. We are happy to consider any flexible working requests and also variable locations from first day in role.

Job Responsibility	Required	Job Responsibility	Required
People Manager	Not applicable	**Decision Making Authority**	Not applicable
Development of Staff	Not applicable	**Finance/Budget**	Not applicable
Membership Development	Provide membership support & delivery; As part of Team ACOSVO	**Can make hiring decisions**	Not applicable
Key Relationships	External: Facilitators, Members, Non-Members, Caterers, Venues. Internal: Development Manager, Membership Officer, Member Services Officer, Team ACOSVO.	**Assigns Resource**	Not applicable

	ACOSVO Overview – Job Purpose
ACOSVO Vision	Excellent voluntary sector leadership in Scotland
ACOSVO Aims	ACOSVO's Members are the senior leaders (CEOs, Senior Managers and Chairs) of charity and voluntary organisations in Scotland. We support our Members at all stages in their role through our events and services. **Support, develop & inspire** voluntary sector leaders at all stages in their journey **Advance thinking**, ideas and resilience for the future **Strengthen** connections, organisations, governance, sustainability & partnerships
ACOSVO Staff Values	**We are passionate, dedicated and committed in all that we do** - We build respect and trust in the way we work - We are flexible, adaptable and versatile - We have an ethos of honesty, openness, integrity, inclusion and sharing - We are innovative, adaptive and welcome change - We champion economic, social and environmental responsibility We delight in delivering excellent third sector leadership in Scotland through interacting closely with members, non-members, partners, stakeholders and supporters.

Job Purpose	Job Responsibilities
1	The Development Manager will be closely involved in training, instructing and leading on the Membership Team Administrator's work and will set tasks and project works such as; • Act as first point of contact for anyone contacting ACOSVO; manage office@ and services@ email accounts to ensure timely responses to all enquiries and signposting as required • Prepare evaluation tools such as surveys and collect member's feedback to ensure maximum member satisfaction and continuous improvements of all member offerings • Support the research and development work of the team which will contribute toward organisational growth and our member offer. • Data entry using ACOSVO's Customer Relationship Management (CRM) system. This may include; support with data cleansing, membership joiners/renewals/resignations, CRM dashboard reporting, etc • Assist with promoting Member Services activity. • Support Marketing/Comms function with website edits as and when required • Contribute to the overall development work of the team. • There is potential that you will undertake any other administration tasks and projects which will remain within the responsibility levels of your role
2	**Team ACOSVO:** **Your role will contribute to the overall team aims which are;** • Ensure Team ACOSVO are focused on membership, meet associated membership growth/income targets through delivery of membership journey/touchpoints process • Improve member experience to ensure their needs are always ACOSVO's primary focus; ensure swift resolution of issues; be innovative & adaptive to member needs in a way that enhances ACOSVO's reputation • Ensure full potential of CRM system is maximised • Champion culture of excellence which focuses on outcomes, maximises use of resources, is collaborative & actively promotes ACOSVO values & ethos • Lead by example constantly role modelling positive attitude, setting standards in terms of tone & behaviour, showing genuine care & concern for colleagues • Maintain & upgrade professional knowledge & practice through relevant training/research • Act as Data Processor in accordance with ACOSVO Information & Security Policy .

Appendix 1 - Person Description
Please demonstrate in your covering letter how you meet the essential and desirable criteria from the person description and explain how your experience is relevant to the job role.

Person Description	
Education & qualifications	No formal qualifications are required for this role
Experience	Experience working as part of a team Experience of working with customers or clients in any setting
Characteristics	Reliable, efficient, resourceful, well organised, approachable, enthusiastic and empathetic Ability to exercise initiative as well as take direction and deliver to deadlines Written & oral communication skills, using forms of communication appropriate to audience; asking relevant questions to clarify understanding; comfortable handling member / non-member enquiries. You must be comfortable communicating with members, prospective members and other stakeholders maintaining a friendly but professional attitude
Sector Experience	No experience necessary
Leadership Knowledge	No experience necessary
Membership Knowledge	No experience necessary
Financial Experience	No experience necessary
Technical Knowledge	Comfortable using Microsoft Office applications; ability/willingness to learn about ACOSVO databases & any related systems
IT/Systems Knowledge	Comfortable using Microsoft Office applications Competent in editing, storing and sharing documents
Communicating & Influencing	Communication skills; uses forms of communication appropriate to audience; asks relevant questions to clarify understanding; presents succinct, clear, accurate information promptly either orally or in writing as required; follows logical sequence
Planning & Organising	Can achieve targets & work plans; prioritises workload; works as part of a team; seeks guidance when necessary; keeps appropriate people informed of progress in key areas; able to take direction and deliver to deadlines. Flexible approach to undertaking work activity
Analysis & Problem Solving	Understands how to work on a problem by breaking down into parts