



Member Services Officer - Job Description

Job Title:	Member Services Officer
Reports to:	Development Manager
Position within Structure:	Team Member
Salary:	£23,545 Full time salary which equates to £13,454 for 20 hours
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 20 hours Please note that this role is for one employee for 20 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 – responsible for delivering the membership strategy	Can make hiring decisions	Not applicable
Key Relationships	External: Facilitators, Members, Non-Members, Caterers, Venues. Internal: Development Manager, Events & Marketing Manager and 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 <ul style="list-style-type: none"> • 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 voluntary sector leadership in Scotland through interacting closely with members, non-members, partners, stakeholders and supporters.

Job Purpose	Job Responsibilities	
2	<p>The Development Manager will be closely involved in training, instructing and leading on the Member Services Officer's work and will set tasks and project works such as;</p> <ul style="list-style-type: none"> • To assist with the delivery of Member services and support Members with enquiries • Undertake the administration of member services actioning requests for support, updating and maintaining accurate records • With guidance from the Development Manager, match individuals for ACOSVO's services such as Leadership & Board Exchange Programs, Mentoring Service, Interim Executive Service, others as required • Support with the planning and delivery of specific projects and Member services events, ensuring efficient booking, timely information to participants and high levels of customer service • Work collaboratively with colleagues to ensure effective development and implementation of new services and projects for all membership types (full/associate/chairs) • Compile reports to support the monitoring of the services' performance and collecting insight. • Communicate with external stakeholders such as providers of services, networks and partnerships to enable us to fulfil our member services and events • Support the team to promote and optimise membership and raising awareness of ACOSVO offerings throughout both the voluntary sector and outwith our current networks. This will be carried out in various ways including development of promotional materials and attending events. • Support Marketing/Comms function with website edits and developments as and when required • Work collaboratively with membership colleagues to identify, develop and implement effective membership growth strategies to increase full/associate/chair memberships and contribute towards research and development functions. This may include some prospecting and conversion work by contacting individuals directly. • Undertake maintenance and streamlining of internal processes as part of ACOSVO continuous improvement approach • Support with servicing team mail boxes to ensure timely responses to all enquiries and signposting as required. • You will undertake any other duties as reasonably required that are consummate with the role 	
3	<p>Team ACOSVO:</p> <p>Your role will contribute to the overall team aims which are;</p> <ul style="list-style-type: none"> • 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 – essential & desirable criteria

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.

<u>Person Description</u>	
Education & qualifications	No formal qualifications are required for this role
Experience	Experience working as part of a team Experience with task prioritization and multi-tasking 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 Strong 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	Understanding of Scottish Voluntary sector would be beneficial but not essential
Leadership Knowledge	Understand ACOSVO's role in promoting and supporting excellent leadership in the voluntary sector
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 Basic understanding of social media platforms and websites would be beneficial
Communicating & Influencing	Strong 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