



Membership Administrator - Job Description

Job Title:	Membership Administrator
Reports to:	Membership Manager
Position within Structure:	Team Member
Salary:	£23,000 Full time salary which equates to £9,857 for 15 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:	<p>Permanent, 3 months probationary period 15 hours.</p> <p>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.</p>

	ACOSVO Overview – Job Purpose
ACOSVO Vision	Our vision is that voluntary sector leadership in Scotland is influential, resilient and trusted.
ACOSVO Aims	<p>Voice</p> <p>We will advocate with, and for, voluntary sector leaders so the sector can make its full contribution to Scotland's future.</p> <p>Challenge</p> <p>We will support leaders to have the skill and confidence to hold the hard conversations that are needed to make the changes we seek for Scotland.</p> <p>Change</p> <p>We will work with leaders to drive innovation to deliver a fair, inclusive, diverse and sustainable Scotland.</p>
ACOSVO Values	<p>Courageous</p> <p>Authentic</p> <p>Open to challenge</p> <p>Collaborative</p> <p>Inclusive</p>

Job Purpose	1. Undertake administration to support the membership team and ensure member satisfaction 2. Deliver high quality service to ACOSVO, its stakeholders, partners & members, embodying ACOSVO's Staff Values
--------------------	---

Job Purpose	Job Responsibilities
1	<p>The Membership Manager will be closely involved in training, instructing and leading on the Membership Administrator's work and will set tasks and project works such as;</p> <ul style="list-style-type: none"> • 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 • Support colleagues in the preparation of 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	<p>As part of Team ACOSVO;</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 way that enhances ACOSVO's reputation • Ensure all records are updated and maintained • Ensure adherence to policies and procedures including Health and Safety and GDPR • Work collaboratively with colleagues at all times • 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

	<ul style="list-style-type: none"> • Work flexibly with colleagues to deliver ACOSVO's objectives including supporting member events and activities • Undertake any task within jobholders skills and abilities as may be requested from time to time by line manager/colleague
--	---

Person Specification

<u>Person Description</u>	
Education & qualifications	Educated to level 4 of Scottish Credit & Qualifications Framework or equivalent
Experience	<p>Experience working as part of a team</p> <p>Experience of working with customers or clients in any setting</p> <p>Commitment to Equality, Diversity and Inclusion and demonstrates honesty and integrity in actions</p> <p>Experience with task prioritisation, multi-tasking, organisation and administration</p>
Characteristics	<p>Reliable, efficient, resourceful, well organised, approachable, enthusiastic and empathetic</p> <p>Ability to exercise initiative as well as take direction and deliver to deadlines</p> <p>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</p>
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	<p>Comfortable using Microsoft Office applications</p> <p>Competent in editing, storing and sharing documents</p>

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