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**Job Description**

**Job Title: Membership Coordinator**

**Holiday**: 25 Days (pro rata for part-time hours)

**Hours**: 9am - 5pm (core hours with flexibility for part-time arrangements)

* The Society operates a flexible working policy which is currently 3 days in the office (Tuesday to Thursday) and 2 days from home however subject to the requirements of the office, staff may be asked to work on different days. All employees are required to adhere to this policy unless any change is agreed with the CEO in line with current legislation.

**Reporting to**: Head of Membership Engagement

**Summary**

The Membership Coordinator is responsible for the day-to-day management of membership administration, ensuring excellent service delivery to members and supporting initiatives to grow and retain membership. They will work closely with the Head of membership to develop the Society's membership engagement activities, as well as the Society Administrator and support each

other in related tasks as appropriate.

**Overview of responsibilities**

* **Membership administration**: Handling membership enquiries, raising invoices, processing applications for approval by Council and maintaining accurate membership records. Preparing membership reports when required for the CEO, Officers and Board/
* **Support the Head of Membership Engagement** in refreshing and developing the membership engagement activities and play an active role in building strong connections with a variety of stakeholders
* **Database management**: Updating and managing the membership database to ensure data accuracy and compliance with GDPR.
* **Renewals and audits**: Managing the annual membership renewal process and conducting membership audits.
* **Communication**: Producing and distributing membership mailings and newsletters, ensuring timely and effective engagement with members. Keeping the Membership area on the website up to date and suggesting improvements for the membership experience.
* **Event support**: Assisting with membership-related events and gathering feedback to improve offerings.
* **Collaboration**: Supporting the Consultation Committee with responses to consultation papers and assisting the Head of Marketing and Events with delegated tasks.

**Essential skills and qualifications**

* Experience in business administration and membership management or related professional services
* Proficiency in Microsoft Office and database systems.
* Strong organisational and time-management skills.
* Familiarity with website content management and GDPR compliance.
* Excellent communication and interpersonal skills.

**General responsibilities as an employee of BLS**

* To promote and support all BLS activities and membership benefits
* Attending any BLS events as required
* Assisting the CEO in the overall activities of the office and relevant activities to support the team
* Undertaking additional duties as required to support a small team and the Society.
* Covering other team members’ roles during holidays

**Salary**

£23,500 with a salary review subject to performance within the first year.