

# Job Description

<b>Job Title:</b>	<b>Membership Administrator (DD &amp; Support)</b>
<b>Responsible to:</b>	<b>Membership Operations Manager</b>
<b>Job Purpose:</b>	Working as part of a team, the main purpose of the role is to assist with processing membership applications, renewals and Direct Debit debt management. To handle a high level of inbound calls, providing first line support to members and customers. To ensure that the highest levels of customer service are achieved and maintained at all times and working within service level agreements (SLAs).
<b>Key objectives/ responsibilities:</b>	<ul style="list-style-type: none"> <li>• Handling inbound telephone calls, providing first line support to members and customers. Dealing with general queries and providing information on IoD products and services.</li> <li>• Maintaining accurate CRM records (members and customers).</li> <li>• Processing membership renewals.</li> <li>• Work with the New Application Administrator to process applications on MS Dynamics CRM.</li> <li>• Processing all types of payment (cheques/Bacs/Credit card/Rebates) for applications on MS Dynamics CRM and follow up any underpayments.</li> <li>• Communicate with applicants and new members in respect of their application for membership. This will include telephoning applicants and the production of personalised correspondence via email and letter.</li> <li>• Work with the Direct Debit administrator to process and issue Direct Debit recall letters and Debt Management letters.</li> <li>• Mail members on a monthly basis where any e-communications have been returned undelivered to clean and refresh membership database with up to date information.</li> <li>• Check all applications against the Companies House web check facility to ensure that the applicant is not a Disqualified Director and Carry out relevant new member application checks.</li> <li>• Forward details of any applicant or member that has been disqualified to the Head of Membership Services.</li> <li>• Produce multi year and life members each month (on the anniversary of their due month but not due year) and to obtain up-to-date contact details.</li> <li>• General filing.</li> <li>• Cover - Providing assistance and cover for the team wherever needed.</li> <li>• Daily processing of payments on to MS Dynamics CRM in relation to renewals and individuals rejoining the IoD.</li> <li>• Collation and despatch of membership cards.</li> <li>• Checking and collation of membership communications by letter, including the Direct Debit advance letters</li> <li>• Research and updating of members' records where mail has been returned. Forwarding on mail as and where appropriate.</li> <li>• Membership amendments.</li> <li>• Student Application processing.</li> </ul>
<b>Key Relationships:</b>	<ul style="list-style-type: none"> <li>• Members and customers</li> <li>• Membership Development Team</li> <li>• Student Membership Team</li> <li>• Postroom</li> <li>• Finance department</li> <li>• IDS (Information and Digital Services) Department</li> </ul>
<b>Hours:</b>	Monday to Friday, 9am – 5pm or 9.30am – 5.30pm
<b>Location:</b>	116 Pall Mall, SW1Y 5ED

# Person Specification

<p><b>Key Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Ability to work in a team and on own initiative and capable of building rapport on all levels</li> <li>• Committed to achieving high standards</li> <li>• Well organised with a professional outlook</li> <li>• Customer focussed and a ‘can do’, helpful and flexible approach</li> <li>• Smart personal appearance and presentation and a reliable and punctual individual.</li> </ul> <p><b>IoD Brand Values</b> Demonstrates behaviour in accordance with to the IoD’s brand values; Integrity, Passionate, Inclusive, Commercial &amp; Enterprising, Professional</p> <p><b>High Performance Focus</b></p> <ul style="list-style-type: none"> <li>• Passionate about delivering the best possible service and solutions. Focussed on continual improvement; analysing successes and shortfalls and taking action.</li> <li>• Supportive and collaborative.</li> <li>• Understands what high performance looks like and passionate about working within a high performance culture.</li> </ul>
<p><b>Qualifications/ Experience:</b></p>	<ul style="list-style-type: none"> <li>• Several years’ experience in a membership related or customer service administrative role</li> <li>• Several years’ experience of data processing (including payment processing)</li> <li>• Experience in in-bound call handling</li> <li>• Good standard of letter writing</li> <li>• Intermediate knowledge and practical experience of MS Office – Word, Excel and Outlook</li> </ul>
<p><b>Knowledge/ Skills:</b></p>	<ul style="list-style-type: none"> <li>• High level of accuracy and attention to detail</li> <li>• Numerate</li> <li>• Good spelling and grammar</li> <li>• A professional and courteous telephone manner</li> <li>• Minimum typing speed of 30wpm</li> </ul>