

Job Description

Job Title:	Membership Services Executive
Responsible to:	Senior membership Services Executive
Job Purpose:	Working as part of a team, the main purpose of the role is to support the Senior Membership Services Executive and deal with a wide range of membership administration including a high volume of responses to member communications by email and letter. Handle a high level of inbound calls, providing first line support to members and customers. Ensure that the highest levels of customer service are achieved and maintained at all times and working within agreed service level agreements (SLAs).
Key objectives/ responsibilities:	<p>Administration</p> <ul style="list-style-type: none"> • Manage the membership department inbox including prioritising, forwarding to appropriate individuals and using own initiative and judgement to respond and action where appropriate • Contacting members who have tendered their resignation by email or for signature by the Head of Membership Services. Liaison with Sales/Retention teams to follow up on resignations with members and ensure turn rounds within timely manner. Take follow up action and make changes to membership records as necessary • Ensure that the appropriate action and amendments to members' records are made prior to filing of correspondence as appropriate • Verify refund requests prior to passing to the Head of Department for approval • Member Upgrades - Identification and selection of Associate members within member criteria. Organise a monthly mailing to produce and despatch invitation letters and transfer to member grade forms. Check and process applications for membership upgrades and any related correspondence. Obtain further information where necessary to support the application prior to passing for approval. Amend members' records where appropriate. Production and despatch of membership upgrade confirmation or decline letters and new membership cards. • Fellowship Administration – Assist the Senior Membership Services Executive with Fellowship invitations. Despatch monthly Fellowship invitations mailing. Obtain further information where necessary to support the application. Daily processing of Fellowship applications and associated fees. Ensure the safe keeping of Fellowship application forms and payments not yet processed in accordance with PCI compliance • Assist the Senior Membership Services Executive with communicating with members regarding over usage of the Premises. Take follow up action as necessary. • Assist the Senior Membership Services Executive with communicating with members who are not entitled to use Airport Lounges. Take follow up action as necessary • Writing confirmations of membership i.e. received from the Financial Services Commission • Expelled members - Writing letters where appropriate (i.e. Disqualified as a Director) and updating of member records • Acquirement of New Year and Birthday Honours lists. Distribution to the team for timely checking against the membership database. Ensure that the appropriate action and amendments to members' records are made. Production of congratulatory letters from the Director General • Liaison with Affiliated and Associated bodies to arrange reciprocal visits for members. Production of welcome letters for visiting affiliate/associate members and validation of membership/confirmation of visits by IoD members • Assist the Senior Membership Services Executive as required • General office filing <p>Complaints and Customer Service</p> <ul style="list-style-type: none"> • Assist the Senior Membership Services Executive with member complaints • Maintain accurate records of complaints received. Log and flag complaints on the CRM

	<p>system upon receipt</p> <ul style="list-style-type: none"> • Maintain an efficient complaints filing system • Maintain accurate records of member feedback <p>In-Bound Telephone calls</p> <ul style="list-style-type: none"> • Handle a high level of inbound telephone calls, providing first line support to members and customers. Dealing with general queries and providing information on IoD products and services <p>Linked In</p> <ul style="list-style-type: none"> • Community Moderator on Linked In • Approve new members and remove non-current/overdue members from LinkedIn Group <p>Cover</p> <ul style="list-style-type: none"> • Providing cover for other team members during absence and cross-training to assist in other areas of the department where the workload(s) are high.
Key Relationships:	<ul style="list-style-type: none"> • Members, customers and members of the public • Preferred Providers e.g. Airport Lounge Providers, Regus – City Hub, Hertz, Hiscox etc • Affinity • Marketing • Benugo • IT • IoD Directors, Heads of Departments and Managers
Hours:	Monday to Friday, 9am – 5pm or 9.30am – 5.30pm
Location:	116 Pall Mall, SW1Y 5ED

Person Specification

Key Personal Attributes	<ul style="list-style-type: none"> • Professional and positive outlook • A 'can do' and flexible attitude • Smart personal appearance and presentation • Capable of building rapport on all levels • Reliable and punctual • Demonstrates behaviour in accordance with the IoD's key values; Integrity, Passionate, Inclusive, Commercial & Enterprising, Professional <p>High Performance Focus</p> <ul style="list-style-type: none"> • Passionate about delivering the best possible service and solutions. Focussed on continual improvement; analysing successes and shortfalls and taking action. • Supportive and collaborative. • Understands what high performance looks like and passionate about working within a high performance culture.
Qualifications/ Experience:	<ul style="list-style-type: none"> • Several years' experience in a member or customer service administrative role • Good working knowledge and practical experience of MS Word and Excel • Excellent verbal and written communication skills with the ability to write clearly, accurately and concisely • Complaints handling • Inbound call handling • CRM and Data processing • Minimum typing speed of 40wpm

Knowledge/ Skills:

- Self-motivated and pro-active approach
- Highly organised with the ability to co-ordinate and prioritise workloads
- High level of accuracy and attention to detail
- Good spelling and grammar
- Confident, empathetic and effective on the telephone and face to face when dealing with Directors/Senior level people
- Capable of building rapport at all levels
- Customer service driven and committed to achieving high standards
- Sees complaints as constructive feedback and an opportunity to make a difference
- Ability to work in a team and on own initiative