

**Job Title: Membership Coordinator**

**Accountable to: Financial Controller**

**Location: London, Farringdon**

**Contract type: Permanent, Full Time**

**Salary: £28,000**

**Main Role:**

You will be responsible for driving Gem-A's Membership recruiting and retention. You will work closely with Gem-A finance team and other colleagues within the organisation to shape the end of end Membership experience.

**Primary Roles and Responsibilities:**

**Membership Administration:**

- Be the first point of contact and provide a customer-focused, friendly and knowledgeable service for anyone seeking Membership information. Administrative in nature, this role is responsible for providing and administering Gem-A Membership services on a global level.
- Review and develop the current Gem-A's membership offering including pricing and benefits.
- You will be responsible for the end-to-end annual Gem-A Membership renewal process. Managing a smooth Membership renewal period; reviewing payment methods, application and renewal forms, creating renewal notices and working with other departments to ensure information is accurate and up-to-date.
- Work with the Financial Controller on Gem-A's annual membership budget and synthesise membership data into comprehensive reports that can be delivered to senior management and Gem-A Board.
- Managing enquiries over the telephone and email.
- Ensuring membership applications and renewals are processed in a timely manner.
- Responsible for financial elements of membership working closely with the finance team at Gem-A: processing payments, subscriptions and arranging direct debits.
- Accurate updating of the CRM system, ability to run queries and create reports to be shared with senior staff members.
- Proactively developing and improving existing processes.
- Periodically review Gem-A's Membership services and benchmark these against other similar professional bodies and make recommendations for improving and modifying Gem-A's offering to its Members.
- Implement, analyse and present Gem-A's annual Membership Satisfaction Survey.

**Other:**

- Be a champion for Gem-A Membership and positively promote Gem-A Membership internally and externally, while building strong relationships with Members and affiliated partners.
- Perform other tasks as may be required by your line manager.
- Work collaboratively across all Gem-A Departments.
- Some weekend and evening work will be required.

**Person Specification:****Skills, experience and knowledge:**

1. Degree level qualification, or equivalent.
2. Minimum 2-3 years' experience in a similar role within a Professional and Membership Association.
3. Extensive experience of using CRM and Membership Management Systems such as MailChimp, Sales Force to name a few.
4. Proven experience in providing high degree of customer services and support to Members and Gem-A partners.
5. Ability to analyse data and develop information into reports for wider dissemination or presentation.
6. Intermediate to advanced level abilities on Microsoft Word, Excel and PowerPoint.

**Personal Attributes:**

1. Attention to detail
2. High level of practical and organisational skills
3. Results driven and highly numerate
4. Strong interpersonal skills
5. Strong oral and written communication skills
6. Ability to work under pressure and to tight deadlines
7. Ability to work on your own initiative
8. Ability to work as part of a team and to support colleagues across the organisation
9. Absolute discretion and ability to maintain confidentiality
10. Willingness to learn new skills
11. Ability to work in a changing and flexible organisation