



Association of Anaesthetists

Job title: Membership Administrator

Responsible for: No line management responsibilities

Responsible to: Membership & Specialist Societies Manager

Key relationships:

Internal: Close working relationship with the rest of the Membership team. Also working with the Finance team, CRM team, other Association staff and senior management team

External: Council members of the various Specialist Societies, members of the Specialist Societies, Association and third-party supplier

Salary range: Grade B, £34,208

The Association of Anaesthetists is membership organisation for Anaesthetists with over 10,000 members. Our main aims are to advance and improve patient care and safety and to promote and support education and research in the field of anaesthesia. We represent, protect, support and advance the interests of our members.

We also provide support to specialist societies through Service Level Agreements (SLAs) which covers all areas of membership administration.

Job purpose:

To administer the membership services of the Association of Anaesthetists, including the maintenance of the membership database and being the first point of contact for all existing and potential members. To work with the rest of the Membership team to ensure membership processes are being adhered to and ensuring that all member enquiries are dealt with in an efficient and professional manner. To contribute to constantly improving systems and processes in collecting subscriptions in the most efficient way and to maximise subscription income and member engagement.

To support several Specialist Societies to enable them to provide a professional service to their members, in accordance with their SLAs and agreed budgets.

This role is based at our head office in 21 Portland Place, London. We offer a hybrid working arrangement with a minimum of two days in the office per week.

Key responsibilities:

Data entry and data management

1. To monitor all new member application coming in and to help process new, renewed and existing memberships in the customer relationship management (CRM)/relevant database if needed.
2. To develop, implement and document CRM processes and tasks with the approval from the Membership and Specialist Societies Manager. To carry out user acceptance testing as and when needed, to log tickets related to CRM issues.
3. Update individual membership records - e.g. addresses, membership categories, etc., including recording and distributing all incoming and outgoing membership mailings. To update deceased members and mailing preferences as and when we receive notifications.
4. To have a detailed understanding of data protection legislation and implement best practices from the data protection policy and the new legislation for GDPR.
5. Process member payments over the phone and via email for both renewing and joining members if needed. Enter and amend financial data relating to subscriptions.



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Member engagement, recruitment, and retention

6. Act as the first point of contact for phone calls and emails with members and potential members to maximise both recruitment and retention opportunities and deal with all contacts in an efficient way.
7. Assist in maintaining and developing a system for membership renewals, involving renewal and follow-up letters and phone calls to assist in encouraging membership renewal each year.
8. Provide accurate information to new applicants, including actively promoting membership services and benefits.

Reporting

9. Export the mailing list for printed copies of the magazine and journal each month.
10. Export the European Society of Anaesthesia and Intensive Care (ESAIC) Associate Member request list to ESAIC twice yearly.
11. Contribute to regular data cleansing procedures to ensure that the membership database is maintained and refreshed in order to certify its validity.

Specialist Societies SLA support

12. Have knowledge of the relationship between the Association and individual Specialist Societies and when needed, liaise with Executive Officers, Council members, and other contact of Specialist Societies, responding proactively to all enquiries as required and dealing with requests for information and assistance from all sources.
13. Provide support and cover for the day-to-day operations and organisation of Specialist Societies, ensuring all aspects of Specialist Societies services are professionally delivered in line with the SLAs, performance and quality standards. Work closely with the Specialist Societies Coordinator to build good working relationship with the Specialist Societies and their members.

Team support

14. Prioritise the workload of the membership team as agreed with the Membership & Specialist Societies Manager, alerting any delays or problems with the administration of membership.
15. Provide cover for the Specialist Societies Coordinator and the other Membership Administrator where necessary and assist in fulfilling the other functions of the Membership team in providing administrative support to the staff working within membership support services.
16. To attend team meetings and other key meetings.
17. Abide by organisational policies, codes of conduct and practice as described in the Staff Handbook.
18. Support and promote the Association's commitment to diversity and equality of opportunity in the workplace.
19. Maintain and improve your own competencies through continuous professional development.

This job description is intended to reflect the main duties and responsibilities of the post and is not an exhaustive list of duties. The post holder may be required to undertake other duties which are commensurate with the role.



Person specification

Skills, knowledge and experience	
Essential	Desirable
Experienced CRM/database user.	Experience of working within the not-for-profit sector.
Good attention to detail and accuracy are essential.	Knowledge and experience of Microsoft Dynamics.
Numerate, with experience of working in a subscriptions/membership role and in a membership environment.	
Excellent written and verbal communication skills. Able to deal with people at all levels whilst maintaining a high standard of diplomacy and professionalism.	
An appetite for problem-solving and making improvements and enhancing existing ways of working.	
Excellent administrative skills, with a proven track record and experience in a busy, customer-focused environment.	
Must be well organised with the ability to multi-task and prioritise effectively with strong time-management skills. An enthusiastic approach to work as well as the ability to work as part of a team.	
Ability to work on own initiative and manage own workload, anticipating and proactively solving important issues. Quick to learn with particular attention to detail, quality and set deadlines.	
Good working knowledge of MS Office applications (Word, Excel, Access, PowerPoint and Outlook) and effective use of the internet.	
Knowledge and good understanding of Data Protection legislation	
Experience of flexible working with ability to vary work patterns and prioritise tasks to meet the changing needs of the business.	
Able to maintain confidentiality at all times.	
Able and willing to travel as and when required. This may include occasional overnight stays.	