The Biochemical Society - Job Description for:

Job Title: Membership Administrator
Reports to: Governance and Membership Manager
Department: Governance and Membership

Overview
As a part of the Biochemical Society Governance and Membership team, the post-holder will be the first point of contact for members and external agencies. The post holder will be responsible for providing customer service support to member related queries along with processing orders and payments on behalf of the Biochemical Society and Portland Press. The post-holder is to maintain the CRM data integrity to ensure accurate and efficient provision of membership services to current and potential members.

Key accountabilities
Order processing
- Run membership renewals and update member records
- Process the weekly new members list and complete new member checks
- Create new accounts in Fonteva and Ringgold
- Change Direct Debit details in GoCardless for members
- Process and reconcile membership payments
- Input of non-automated orders and payments received
- Process Group Memberships for student members (undergraduates and postgraduates)
- Managing ‘bounced’ membership payments and communication to members
- Sundry invoicing and processing underpayment, overpayments and write off's
- Liaising with the Finance team to process refunds
- Liaising with Community Engagement Manager on member engagement activities
- Log new support cases with Fonteva

Administration
- Dealing with returned mail, managing follow-up communication and instilling a process for this

Member liaison
- Ensure all member queries are dealt with and resolved in an efficient manner
- Ensure that membership reporting is maintained to agreed schedules
- Ensure full integrity of Biochemical Society membership data
- Manage automated membership satisfaction surveys
- Periodic attendance at Member Engagement events; Local Ambassador Days/Emeritus Lunch

Database administration
- Create and maintain product records, price and rate information
- Despatch of renewal and reminder emails and letters
- Maintenance of Biochemical Society ‘free’ membership list on an ongoing basis
- Ensure all CRM batch processes are maintained according to schedule
**Key knowledge and skills**

- Experience of working in learned societies would be desirable
- Strong interpersonal skills – able to deal confidently with internal and external contacts at all levels of seniority
- Excellent communication skills, both verbal and written is essential
- Able to think analytically and strategically
- Strong organizational skills
- Proactive approach to problem solving
- Embraces change with a positive attitude and open to learning opportunities
- Experience of using CRM systems

**Competencies to be evidenced in this role are:**

- **Attention to Detail** – alert and follows detailed procedures; ensures accuracy in documentation and data; carefully monitors, gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.

- **Communication** - Effective written and verbal communication, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.

- **Cooperation/Teamwork** - Works harmoniously with others to complete tasks; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.

- **Quality and Quantity of Work** - Maintains high standards and manages pending deadlines; regularly produces accurate, thorough and professional work. Produces an appropriate quality of work; able to manage multiple projects; able to determine project urgency in a meaningful and practical way; organises and schedules tasks. Establishes high standards and measures; tests new methods thoroughly; considers excellence a fundamental priority.

- **Flexibility** - Open-minded and adapts on the basis of new information; performs a wide variety of tasks and changes focus as demands change; manages transitions from task to task effectively; adapts to varying customer needs.

- **Organisation** - Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively.

- **Customer Service** - Responds to requests for service in a timely and thorough manner; ensures customer satisfaction; prioritizes customer needs; follows up to evaluate customer satisfaction and measures effectively. Listens and responds effectively to customer questions; resolves customer problems to the customer’s satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; commits to the fulfilment of customer expectations.

- **Problem Solving** - Anticipates problems; able to evaluate solution and how it will affect other units/departments; initiates informed decision-making; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyses current procedures for possible improvements; notifies manager of problems in a timely manner.