

JOB DESCRIPTION

Job Title	Membership Administrator
Department	Membership
Responsible For	Providing administrative support
Job Grade	8
Salary Range	£16,500 - £18,000
Reports to	Membership Team Leader

Job Purpose:

The purpose of this role is to provide comprehensive administrative support to Members, potential Members and the Membership Department.

Main Duties and Responsibilities:

- Cover reception for a maximum of 1 hour per day (to cover lunch), plus additional holiday/flexi cover pre-agreed.
- Open and distribute Membership post.
- Process BACS and general payments, create payment log and collate payments for Accounts daily.
- Assist with membership renewals and dealing with renewal queries, including company invoicing support to ensure prompt renewal and confirmation.
- Assist with new member applications, ensuring applications are processed in good time, including application checking, processing, sending membership welcome packs.
- To administer the upgrading of all existing members as necessary, ensuring that all relevant checks are undertaken, and that the service or qualification the member has is correct/approved by the Association; and issue letters/certificates/invoices as necessary.
- Administer the online store, ensuring orders are processed in good time and stock levels are maintained to fulfil orders. Including providing logos for use where appropriate.
- Printing and posting of membership cards and certificates and general letters.
- Sorting files in preparation for scanning.
- Taking minutes at Team Meetings.
- Creating weekly diary for the team and reception calendar of in-house activities.
- Dealing with returned post to ensure Membership Details are up to date.
- Dealing with general membership calls and emails.
- To review and approve CPD submissions.
- Undertaking other reasonable/suitable duties as may be requested.

Key working relationships:

- Membership Team Leader
- Reception
- Membership Team
- Membership Manager

Job Requirement / Skills

- Working knowledge of Microsoft office
- Excellent oral and written communication skills.
- Excellent organisational skills
- Excellent time-management skills

Education / Experience:

propertymark

- 4/5 GCSEs (including Maths & English) or equivalent
- Customer service experience desirable
- Business administration experience desirable