

JOB DESCRIPTION

Job Title:	Member Services Officer
Responsible To:	Member Services Director
Responsible For:	No staff
Overall Purpose:	To ensure the smooth running of membership processes and procedures, including accreditation, examinations and subscription renewal; and to promote the benefits of chartered status to individuals and employers.
Key Tasks:	<p>Membership</p> <ul style="list-style-type: none"> • Manage and regularly review all membership administrative processes, including enquiries, applications, renewals, resignations and reinstatements. • Manage the Institute's main contact management database including improved integration with other platforms and products, ensuring records are entered accurately and timeously, design and produce standard reports and admin guides, and ensure all staff are trained in the use of the database. • Work with Member Services Director to manage membership recruitment, stewardship and progression. • Work with Member Services Director and Finance Director to manage the annual subscription renewal process. • Work with Member Services Director and Marketing and Communications staff to ensure key membership communications are produced and delivered to an agreed standard. • Work with Marketing and Communications staff to develop and manage a membership enquiries conversion process and wider non-member conversion process. • Provide support to potential applicants looking to present for chartered status. • Manage the annual audit of Chartered Members' CPD records. • Manage the redeveloped Directory of Consultants service. • Manage the Institute's Members' Vacancy Service. • Work with appropriate staff to manage the administration of Institute led and partnership events. <p>General</p> <ul style="list-style-type: none"> • Promote a culture of safe working and ensure Health & Safety procedures are followed

	<ul style="list-style-type: none">• Adhere to the Institute's values (attached) in all aspects of your work and your relationship with colleagues, members and others• Represent the Institute at industry events where a membership recruitment presence may be required
Key Performance Indicators:	<ul style="list-style-type: none">• Sustained growth in membership• Increasing conversion rate of enquiries to members• Increasing CPD compliance rate amongst chartered members• A positive relationship with colleagues
Version:	July 2022

Person Specification: Member Services Officer

We are looking for someone who will be at the operational and administrative heart of our organisation, helping keep our members engaged, our operations running smoothly, and our small, hard working team supported. The purpose of the job is to work to ensure the smooth running of membership processes and procedures, including accreditation and examinations, and to promote the benefits of chartered status to individuals and employers. You will be pivotal to the success of our work helping the Institute of Chartered Foresters membership grow.

(a) Essential criteria

Knowledge and experience

- Three years' experience of customer service
- Two years' experience of administration experience
- Two years' experience of database administration

Skills

- Proven knowledge and understanding of computer programmes (MS Office) and CRM databases
- Able to produce data driven reports in a variety of styles
- Excellent written, verbal and oral communications skills
- Strong organisational skills with the ability to manage a range of projects and multiple responsibilities

Personal qualities

- Strong interpersonal skills, including the ability to develop and maintain effective networks
- Ability to achieve results and deliver performance
- Ability to work independently and on your own initiative, working with, but remotely from, other Institute staff
- Flexible approach to work, to meet the needs of different stakeholders
- Able to manage a variety of workstreams and prioritise work effectively

(b) Desirable criteria

Knowledge and experience

- Educated to degree level or equivalent
- Two years' experience in a member services organisation
- A current UK driving license
- An interest in learning more about the work of our members

Working Details

- Office based. Located in Edinburgh.
- 35 hours per week.
- The post will involve some travel to other Institute offices and to events throughout the UK.
- Salary £27,500-£30,000.
- Generous employment benefits including pension contribution and flexible working.
- 20 days annual leave, plus 10 Public Holidays extending to 25 days annual leave after 3 years employment.

Application Process

Recruitment for this role is being conducted by AWS Charity Jobs.

To apply, please contact Alan Surgeon at alan@awscharityjobs.com or on 07795954029.

Closing Date: 8 August 2022

Institute of Chartered Foresters: People Values

Value 1: Learn Everyday

Why?

We're a small but growing organisation in times of change – politically, environmentally and physically (devolution). The strongest trait that our organisation needs to achieve success is self-motivated people. Arguably the two most important drivers of this are a) a passion for what you do and b) the ability to genuinely enjoy your work and embrace it as a positive aspect of your life. In the long term, the only thing that can consistently deliver both a) and b) are a process of continued challenge and learning. As we learn and improve, we apply that knowledge to move continuously forward – our reward is progress – and that progress gives a sense of pleasure.

How do we bring it to life?

We encourage and allow people to discover and try new ways of working. Empower them to implement the processes or methods they wish to try, and research new ways of doing things. We allow them to change their minds and we don't rebuke 'failure'.

Value 2: Improve Continuously

Why?

The market we are in is small, and our profession unregulated. Our strength will never be as a defensive organisation who protects our history and assumes the way it has been done in the past is necessarily best. Instead, we need to continuously improve and enhance our products and our service – moving them both forward quite literally on a daily basis. We need this same mentality in each and every one of us.

How do we bring it to life?

We need to embrace a culture of self-reflection, and each of us is invited to reflect upon their own and each other's work constructively. There is always something we can improve, whether it's a concept, our magazine, an event. No one shies away from honesty, and the only way to take a bolder and sometimes disruptive position as a team, is to express ourselves by being ourselves. If someone has a view on how something can be done better – they are encouraged to express it at the earliest possible moment, without waiting to have devised a fully formed solution. This can be difficult when work is pressured but let's listen to each other and work together, not in silos, then individual egos are replaced by a collective effort.

Value 3: Stay Connected

Why?

This is a very broad value. It's really about being connected to our members and to each other, but also to the environment and to society. Our members are crucial to the success of the Institute and our chartered status means we serve the public by upholding standards, but we also need to work together as a team otherwise we will achieve little.

How do we bring it to life?

We create synergies between functional teams as much as we can – even when those teams are in different parts of the country. There is no such thing as finance only does finance, or marketing that only does marketing. Everyone talks to each other and presents their ideas and work. We ask everybody their own opinion about business strategies and decisions, and respect and value those opinions– not just those with responsibility for carrying out that work. Transparency is great for motivation and giving a sense of the bigger picture. We listen to our members through regular conversations and more formally through surveys. We stay abreast of political and environment issues that affect our work.