**Membership Executive**

**Reports to:** Head of Membership

**Holiday:** 20 days plus bank holidays

**Overview of the role**

As an integral part of the membership team the Membership Executive role provides essential support to the Head of Membership. As part of the Marketing team, you’ll be a focal point for liaison with all members, prospective members and the ROSL branch network.

Day to day duties include; meeting and greeting members, dealing with queries, resolving any complaints, and making sure we meet our recruitment and retention targets. Recruitment should be second nature, and this may involve spending time conducting showarounds of the club, identifying new opportunities for membership growth and following up leads with prospective members.

**Main duties**

* Provide point of contact for all membership enquiries in person, by telephone, email or web
* To sell and promote the benefits of membership to prospective members
* To be the face of the organisation, representing ROSL at events, meetings and at recruitment opportunities
* Showing prospective and new members around the club – providing information on the history of the club and buildings
* Process new enquiries and new member applications – sending out all relevant documentation to new members
* Manage and maintain database of members and prospects, ensuring data quality, integrity and accuracy
* Deliver the annual subscription renewal campaign; working with the team to develop collateral, implement time and cost saving processes, including supporting the Senior Membership Executive with the monthly Direct Debit submission process
* Prepare data for mailings as requested
* Provide the business with timely, relevant and accurate membership reports that are accurate, relevant and user friendly. Assist other managers/departments in the regular and ad-hoc production of reports for various campaigns
* To update Honorary and Life Member information
* Ensure all communications from the membership department are on brand, clear and concise
* Update the website with membership information as and when required, including managing online queries
* To carry out other membership administrative duties as required
* Support the Editor with e-newsletters if required
* Work with the Senior Membership Executive to help the team meet the membership team deadlines and workload
* Book theatre ticket request from members as and when required
* Maintain the online shop and support with the shop
* Write letters of introduction for reciprocal clubs for members

**Additional duties**

As part of a small team the Membership Executive may be called upon to support the other members of the team on recruitment and retention activities; and will be asked to attend a number of key events throughout the year including New Member Receptions, community based events such as the Summer Ball, Christmas Carol Service and Younger Member programme and Open House Weekend.

**Key skills**

* Relevant experience in a membership organisation desirable
* A graduate
* Good at multi-tasking
* Good communicator
* Excellent computer skills required
* Excellent attention to detail
* Excellent written skills
* Self-motivated, hard working and able to work under own initiative
* Able to deputise effectively for the membership manager