

MEMBERSHIP OFFICER – Cycling UK Membership Services

Job Description and Responsibilities

Reports to:	Senior Membership Officer
Direct reports:	None
Location of role:	Guildford
Salary:	£22,000

Purpose of role

Cycling UK offer a range of Membership products with around 67,000 members who join us to support Cycling UK's campaigns work, insurance cover, free legal advice, member group events and rides. Membership is at the heart of Cycling UK as an organisation. The Membership Services team is the first point of contact and communication for both members and non-members.

Scope of role

To act as the first point of contact for all members and prospective members. Taking enquiries via multiple communication channels, providing a high level of customer service and updating our database accordingly.

Specific duties

1. To deal with customer enquiries to a high standard of care. Recording all contact on the Customer Relationship Management (CRM).
2. Ensure that memberships – new and renewals, event and training courses and other payments are accurately and efficiently processed following the specified process.
3. Resolve complaints and issues raised by members and accurately log, track and close on the CRM system as per the specified process, escalating where appropriate and ensuring the matter is closed satisfactorily.
4. Undertake outbound calling in relation to renewal chasing, surveys, membership records maintenance and any other ad hoc or ongoing campaigns.
5. Follow procedures to ensure compliance with Data Protection Act, Financial Data Protection, accurate information provision and all other areas of compliance.

6. Work to ensure service levels, lead and handling times are met and identify opportunities / initiatives to improve member satisfaction.
7. Process ongoing bank notifications of Direct Debit updates, changes and amendments.
8. Undertake and service any projects allocated with specific individual responsibility.
9. Understanding and adhering to Cycling UK policies, values and objectives.
10. Other duties as may be specified by line managers and by the Chief Executive from time to time.
11. Some weekend and out of hours work may necessary

The job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post holder. It is therefore subject to alteration and development and will be reviewed as part of the appraisal process.

Job Holder:

Date:

Line Manager:

Date:

Personnel Manager:

Date:

MEMBERSHIP OFFICER – Cycling Membership services - Person specification

Cycling UK is fully committed to the principles of equality of opportunity and is responsible for ensuring that no job applicant, Board member, employee, volunteer or member receives less favourable treatment on the grounds of age, gender, disability, race, ethnic origin, nationality, colour, parental or marital status, pregnancy, religious belief, class or social background, sexuality or political belief.

Requirement	Essential	Desirable
Qualifications	A good level of general education	
Experience/Knowledge	<p>Proficient user of Microsoft office – word, excel and outlook</p> <p>Experience of working in a busy office environment.</p> <p>Good knowledge of, and experience in using a membership CRM database.</p> <p>Previous experience of working in a similar customer care role.</p>	<p>Previous Complaints handling experience.</p> <p>E-commerce experience.</p> <p>Working to Service Level targets.</p>
Skills	<p>First rate customer care and interpersonal skills.</p> <p>Strong written and verbal communications skills.</p> <p>Excellent organisational, administrative and time management skills.</p> <p>Financially literate.</p> <p>Team player.</p>	Financial processing.
Personal	<p>Self-motivated and ‘Go getting’.</p> <p>Good timekeeping.</p> <p>Attention to detail.</p> <p>Hits deadlines.</p>	
Other	<p>Supporter of the aims and objective of the Cycling UK.</p> <p>Flexible in terms of travel and working hours including weekend and evening working</p>	Cyclist.

Job Holder:

Date:

Line Manager:

Date:

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Date: