

Role Description

Job Title:	Membership Administrator
Reports to:	Membership and Elections Manager
Line reports:	n/a
Contract terms:	35 hours per week, 12 months fixed term (maternity cover)
Salary:	£29,895
Location:	London based, with hybrid working

The Royal College of Ophthalmologists (RCOphth) is a membership organisation and the voice of the profession, with over 4,000 members in the UK and overseas. Our role is to champion the specialty, set standards of training and practice, and influence change to make a difference to the lives of patients with eye conditions.

Job Purpose

The Membership Administrator will support work relating to membership customer service, recruitment, retention, subscriptions, data management and communications. The post requires strong attention to detail, experience in using CRM systems and excellent customer service and communication skills as the first point of contact in our membership team.

Main responsibilities

Membership

- Respond to enquiries about membership by email and phone, and being the first point of contact for membership issues
- Process applications for membership ensuring applicants meet the criteria and provide correct documentation e.g. sponsors
- Suggest improvements to the membership application process
- Ensure member information is up to date within the CRM
- Ensure membership pages of the website are up to date
- Facilitate access to membership benefits
- Providing mailing list for the publishers of the Eye journal
- Assist in the production of regular membership communications
- Provide reports for Council on the number and names of new members and those gaining fellowship by examination
- Assist in the production of promotional material for use at courses and events

Subscriptions

- Administrate Direct Debit process
- Apply bank transfer payments to member accounts
- Administrate collection process of overdue membership payments
- Administrate membership concessions and grade changes
- Respond to enquiries about subscription fees
- Respond to enquires re the annual renewal process

General

- Assist the Membership Elections Manager with arrangements for the College elections as appropriate
- Assist the Membership Elections Manager with attendance at various national marketing events to represent the College as appropriate
- Download CRM reports and presenting in information in various formats, e.g. inclusion of graphs
- Assist with the work of the membership working group including arranging meeting logistics, including dates, location and catering
- Assist with the organisation of meeting papers, including preparing the agenda, circulating papers and drafting minutes

To undertake other duties as required:

- Undertake any other reasonable duties as required, including occasional travel and overnight stays.

Inclusion and Diversity statement

RCOphth is committed to encouraging inclusion, equity and diversity among our staff, and eliminating unlawful discrimination, harassment and victimisation by complying with the Equality Act 2010. We want a working environment where individual differences and the contributions of all staff are recognised and valued. To do this, we will proactively tackle discrimination and disadvantage and ensure that no individual or group is directly or indirectly discriminated against for any reason. We expect all employees to champion and live our values through their work at every opportunity.

Our values are:

Inclusion

- ✓ actively welcoming a diversity of experiences and perspectives
- ✓ everyone being respected and encouraged to participate regardless of their background or role

Integrity

- ✓ being open and honest, demonstrating accountability in all its work
- ✓ evidence-based and transparent decision-making, utilising a range of data, information, expertise and experience

Innovation

- ✓ creating novel opportunities to advance and deliver on its aims, anticipating changing circumstances
- ✓ actively welcoming fresh ideas and approaches
- ✓ fostering a climate of ambition and excellence drawing on expertise from across the College's communities

Improvement

- ✓ being a learning organisation, reflecting on both successes and mistakes
- ✓ continuous and sustainable development across all its activities

Person Specification

Knowledge, Qualifications and Experience	<ul style="list-style-type: none"> Administration experience in a customer facing environment 	
	<ul style="list-style-type: none"> Experience of data processing 	
	<ul style="list-style-type: none"> Knowledge of Microsoft Office software 	
	<ul style="list-style-type: none"> Experience of working with CRM systems (please list all systems and experience level on CV) 	
Skills and Abilities	<ul style="list-style-type: none"> Excellent communication skills, both written and verbal with the ability to relay key information and handle enquiries 	
	<ul style="list-style-type: none"> High attention to detail 	
	<ul style="list-style-type: none"> Highly developed organisational, prioritisation and time management skills 	
	<ul style="list-style-type: none"> Work on own initiative and respond effectively to new situations 	
	<ul style="list-style-type: none"> Professional attitude with strong focus on quality of service 	
	<ul style="list-style-type: none"> Work well within a team, with consideration for colleagues 	
Personal Qualities (Attributes)	<ul style="list-style-type: none"> Commitment to equity and diversity and understanding of how this applies to own area of work 	
	<ul style="list-style-type: none"> Committed to own continuing professional development 	
Other requirements	<ul style="list-style-type: none"> Discretion, tact and flexible attitude Understanding of GDPR requirements 	

Staff benefits

We offer a friendly and supportive working environment and make sure our employees are well looked after with a great benefits package, which includes:

Work life balance and family friendly benefits:

- Hybrid working (2 days in the office, 3 from home)
- 25 days of annual leave, increasing to 30 days with length of service (plus bank holidays and office closure between Christmas and New Year)
- One day of paid leave to move house
- Enhanced parental leave

Planning for your future:

- Employer pension contributions are double the employees, up to a maximum employer contribution of 12%.
- Life assurance of 4x of base salary

Career development:

- All staff are offered opportunities for learning and development, in addition to a comprehensive e-learning package
- Study loans

Travel:

- Season ticket loan
- Cycle to work scheme

Wellbeing:

- Summer Fridays (staff can finish 90 minutes early from mid-July to the end of August)
- Enhanced Employee Assistance Programme (with access to free counselling sessions)
- Health Cash Plan

How to apply

Please submit your 2-page CV and a 1-page covering letter to staff.vacancies@rcophth.ac.uk. The cover letter must explain what makes you suitable for the role. Please use the Job Description for reference.

Interviews will be held at our office in Euston, week commencing 23 June 2025. Please indicate if you are likely to need any reasonable adjustments to successfully complete this interview.

Applicants must already have the right to work within the UK without restriction. Only shortlisted candidates will be contacted.

The closing date for applications is **16 June 2024**.