

Job Profile

OVERVIEW:

Job Title:	Membership Administrator
Grade:	FC4
Location:	Fife Wide; Music Institute
Reports to:	Sales and Customer Success Lead

ABOUT THE ROLE:

The purpose of the post is to carry out administration and clerical tasks for the company's membership schemes. This will include the processing of the applications, registration, setting up direct debits and all correspondence and processes relating to the membership scheme.

YOUR IMPACT

1. Registration of the applications ensuring all personal information is recorded correctly and any missing information is sourced.
2. Preparation and issuing of invoices to applicants.
3. Setting up monthly direct debits.
4. Dealing with customer enquiries by telephone, e-mail, letter or person; this can be dealing with routine enquiries and more complex complaints.
5. Preparation of management reports including statistical information.
6. Cancelling and suspending members acting on notice to terminate membership letters, investigate non-payment and alternative payment methods prior to cancelling membership.
7. Liaise with leisure centre staff to advise of changes or updates and dealing with enquiries and explaining new procedures or requirements.
8. Assist in the development of the membership scheme and participate in the development of systems for future use.
9. Investigate complaints from members and resolve issues relating to discrepancies in payment information.

OTHER IMPACT:

The Jobholder may be required to perform duties appropriate to the job, other than those given in the job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not, therefore, justify reconsidering the grade of the job. Such variations would be reflected in an updated job profile.

WHAT YOU WILL BRING:

Skills, Knowledge, Qualifications and Experience	Method of Assessment	E	D
Experience			
Word processing and database management experience.	Interview	X	
Excellent customer service.		X	
Substantial or previous experience in a similar role.			X
Education, Qualification, and Training	Application form		
4 Standard Grades (Grade level 3) or equivalent including English and Mathematics.		X	
Administration qualification at a minimal level of SVQ/NVQ 3 or equivalent.		X	
Higher English			X
Experience of Sales			X
SVQ/NVQ in Customer Services.			X
Skills, Abilities, and Knowledge (General)			
Working knowledge of administrative systems.	Interview	X	
Excellent time management skills, prioritisation and organisational skills.	Reference	X	
Accuracy and attention to detail.		X	
Ability to work on own initiative.		X	
Ability to meet strict deadlines.		X	
Excellent oral, numerical and written skills.		X	

Ability to be diplomatic and skilled in dealing with customers and colleagues.		X	
Maintain confidentiality, honesty, and reliability.		X	
Interpersonal and Social Skills			
Excellent communication and interpersonal skills both written and verbal.	Interview	X	
	Reference		
Positive attitude.		X	
Relate well to customers and staff.		X	
Ability to adapt.		X	
Ability to relate to colleagues at all levels.			X
Health and Physical Attributes			
Ability to provide regular and effective service.	Interview	X	
	References		
	Pre-Employment		
	Health Screening		

E = Essential Criteria D = Desirable Criteria

APPOINTMENT CONDITIONS:

- Eligibility to work in the UK
- Qualifications relevant to the post
- 2 References
- Pre-Employment Health Screening
- Criminal Convictions Self Declaration form
- Driving Licence (if applicable)
- Disclosure/PVG (if applicable)

***people are at the
heart
of all we do...***