



Subscriptions and Membership Support Officer

Personal Specification

Knowledge, Experience and Skills Set Required:

The post holder will require the following:

- ✚ Demonstrable track record of delivering great customer service
- ✚ Numerate with experience of working in a subscriptions post
- ✚ Strong oral and written communication skills
- ✚ Experience with CRM databases, including the processing of subscriptions, financial reporting and analysis and use of Microsoft Excel
- ✚ Good planning and organisational skills including attention to detail Excellent IT skills including the use of databases and Microsoft Office
- ✚ Strong interpersonal skills in order to interact effectively with a wide range of internal and external stakeholders
- ✚ Evidence of good and effective team working
- ✚ Knowledge of General Data Protection Regulations (GDPR)
- ✚ Discretion and sensitivity are essential
- ✚ A degree level qualification or minimum 12 months experience in a similar role