



Job Description

Section 1 - Description

- Job Title:** Subscriptions and Membership Support Officer (0.6 FTE, Grade 3)
- Location:** Finance for first 2-3 months, then Membership and Engagement
- Reports to:** Deputy Head of Finance for first 2-3 months, then Membership Support Manager
- Date:** November 2021

Section 2 - Job Purpose

Ultimately reporting to the Membership Support Manager, the Subscription and Membership Support Officer will be primarily responsible for the accurate collection of membership subscriptions and related fees. In doing so the post holder will accurately maintain the applicable data on the CRM database, deliver a first-class member experience, promote the value of membership, and support the planning around membership renewals.

S/he will be part of a cohesive, agile, responsive and flexible team, and in addition to their primary responsibility above will support their colleagues in the Membership Support team through a range of advice and support services to all members and prospective members, across all Faculties, from the point of admission. S/he will be highly knowledgeable on the career pathways and membership benefits for clinicians at all career stages.

S/he will also have a close working relationship with the other teams across the College, in particular the Finance Team, providing seamless and effortless customer service for members and prospective members.

Section 3 - Main Responsibilities and Role

- Providing a first class, seamless customer experience for all members and prospective members

Areas of principal responsibility

- Process membership subscriptions and other membership receipts received
- Provide credit control for outstanding subscription fees
- Effectively handle resignation requests ensuring the value of membership and relevant discounts are promoted
- Update the database for subscription related changes including resignations, deaths, discounts and lapses
- Administer all training board (JRCPTB/JCST) subscription related matters
- Administer the final stage of the admission process on the database
- Report and analyse monthly/annual subscriptions, including monthly admissions, subscription related fees, discounts and payment methods
- Process subs related credits and process authorised refund requests in the CRM, sending the payment instruction to the finance team to action
- In line with SLAs, handle email and phone enquiries related to the membership subscriptions and associated queries
- Upload new subscription rates and fees to the CRM as required

- Plan and support the organisation of membership renewals including communications, data cleansing, maintenance of accurate records, lapses and credit control/retention.
- Administer discounts in the CRM checking policy compliance and recording these against the relevant reasons for reporting.
- Assist members by handling related queries and promoting effective use of the member dashboard/self-serve function
- Process DD requests received through the subs inbox to cancel Direct debits

Support the rest of the Membership Support team

- Process new membership applications for College and Faculties as required by creating and maintaining accurate and comprehensive records on the membership database
- Respond to a wide variety of membership enquiries and providing tailored, relevant career support with reference to how to join, membership benefits e.g. verification service, awards and scholarships, educational courses and examinations and assessment
- Gather and analyse member insights through a variety of methods, including surveys and campaigns
- Delivering all support services in line with agreed Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)
- Contribute to the wider activities of the Membership and Engagement team as required
- Any other tasks as requested by the line manager and/or Membership and Engagement Leadership Team

Section 4 – Planning and Organising

Subscriptions and Membership Support Officer will be required to manage multiple priorities and at times competing demands and therefore the ability to plan, organise and adapt workload to meet these requirements as a team member will be essential.

Section 5 – Decision-Making

Decision making will be required in relation to general enquiries, recruitment and retention, event management and processing of membership applications in accordance with agreed practice, referring to the line manager and/or Deputy Head of Membership and Governance as appropriate.

Section 6 – Knowledge, Experience and Skill 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