Job Description
Section 1 - Description
Job Title: Senior Membership Support Advisor (Job Share) Part-time (0.6FTE)
Salary: Grade 4- 29,913.16 FTE – pro rate £17,947.90
Location: Royal College of Physicians and Surgeons of Glasgow
**Reports to**: Membership Support Manager
Date: September 2025

Section 2 - Job Purpose

The Senior Membership Support Advisor plays a pivotal role in leading and co-ordinating the College's membership admissions, fees, renewals, awards, and scholarships administration. This role ensures accurate, policy-compliant, and member-focused delivery of all membership-related processes, including managing fee structures, processing applications, coordinating review panels, and administering awards within the CRM system.

The post holder assists with planning and oversight of the annual fees cycle, supports recruitment and retention goals, and leads strategic initiatives to enhance operational efficiency and member experience.

Success in this role requires exceptional organisational skills, strong interpersonal communication, analytical expertise, and the ability to manage multiple priorities in a dynamic environment. The Senior Membership Support Advisor collaborates closely with colleagues, supervises team activities, and provides leadership on projects, training, and process improvements to deliver a seamless, high-quality experience for prospective and current members.

Section 3 – Organisation
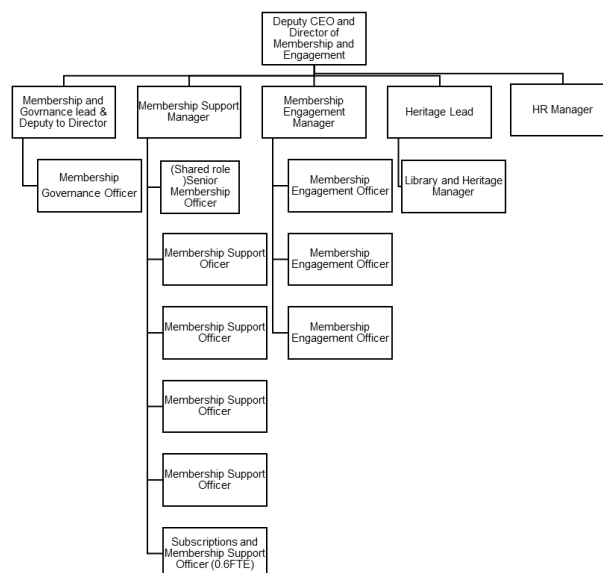
Section 4 - Job Dimensions

Membership Admissions:

- The Membership Support Team processes approximately 1,700 membership applications annually, ensuring compliance with eligibility criteria. These comprise applications for all membership categories across 5 Faculties.

- The team coordinates application review panels, such as the Fellowship and Scholarship Committees, managing scheduling, documentation, and communication of decisions.

Fees and Renewals:

- The team owns the rolling fees cycle, including the annual April fee update, overseeing around 14,000 member renewals and 16,000 admission payments each year. Fee collection is handled through direct debits, card payments, and bank transfers.

- The team is also responsible for the management of the CRM in relation to re-instatements and rejoins.

Awards and Scholarships:

- Responsible for the administration of over 30 awards and scholarships annually, including application processing, funding administration, and committee support.

Team Leadership:

- Lead membership-related projects, such as process improvements or system enhancements.

- Supervise and allocate tasks for 4 Membership Support Team members, supporting training and induction.

Section 5 - Main Responsibilities and Role

Admissions and Awards:

- Lead the day-to-day delivery of membership admissions processes, ensuring accurate, policy-compliant processing and meeting KPIs (e.g., application processing times).

- Own the coordination of application review panels (e.g., Fellowship and Scholarship Committees), ensuring high-standard scheduling, preparation, and documentation.

- Handle non-standard applications, escalating complex cases to the Membership Support Manager with recommendations.

- Administration of College awards and scholarships, including application processing, funding administration, and committee support.

- Provide guidance to colleagues on eligibility criteria, application requirements, and procedural queries.

- Contribute to ongoing improvements in admissions and awards workflows.

Fees and Renewals:

- Assist with planning and oversight of the day-to-day administration of membership fees in the CRM system, maintaining accurate fee structures, categories, and exemptions.

- Coordinate the rolling fees cycle, including the April fee update, ensuring timely renewals and scheduling of member communications.

- Process refunds, adjustments, and write-offs in line with College policy, ensuring consistency and auditability.

- Respond to fee-related queries from members and internal stakeholders, escalating when necessary.

- Monitor and report on renewal rates and fee-related KPIs, identifying and resolving errors.

Team Support and Coordination:

- Lead Membership Support Team projects related to admissions, fees, renewals, and awards.

- Support training and induction of team members, acting as the go-to contact for related activities.

- Plan and supervise team workload, allocating tasks to ensure operational efficiency.

- Close collaboration with the job share partner to align processes, share best practices, and provide cross-cover during absences or peak demand.

- Maintain accurate processes, identifying inefficiencies and proposing practical improvements to enhance member experience.

- Undertake additional duties as directed by the Membership Support Manager.

Section 6 - Planning and Organising

- Coordinate the planning and delivery of the annual fees cycle, ensuring updates are accurate and timely.

- Oversee preparation for application review panels, ensuring documentation and scheduling meet deadlines.

- Plan and prioritise team workloads, allocating tasks to meet KPIs, committee timelines, and renewal schedules.

- Proactively prioritise work to meet changing College requirements and support strategic projects.

Section 7 - Decision-Making

- Make informed decisions on fee adjustments, exemptions, refunds, and membership applications in line with College policy.

- Identify systemic or process issues in admissions, fees, or awards administration and propose improvements.

- Prioritise and allocate team workload, adjusting priorities based on operational needs.

- Escalate policy exceptions or reputational risks to the Membership Support Manager with clear recommendations.

Section 8 - Knowledge, Experience, and Skill Set

Essential:

- Significant experience in admissions, membership services, finance, or administration within a professional or regulatory environment.

- Strong knowledge of CRM-based fee administration, including direct debit handling, refunds, and adjustments.

- Experience coordinating committees or panels, including scheduling and documentation.

- Proven ability to lead projects, co-ordinate workload planning, and the provision of advice and guidance to colleagues.

- Excellent attention to detail, analytical, and problem-solving skills to resolve inconsistencies and interpret policy.

- Strong written and verbal communication skills, particularly in member-facing contexts.

- Confident using Microsoft Office and CRM/databases.

- Commitment to high-quality customer service and collaborative working.

Desirable:

- Knowledge of admissions frameworks, criteria, and processes within professional bodies across healthcare, including medicine.

- Experience with annual fee cycles and membership renewals.

- Familiarity with awards or scholarship administration processes.

Section 9 - Job Context and Special Features

The Senior Membership Support Advisor operates in a dynamic environment, managing multiple priorities across admissions, fees, renewals, awards, and member and prospective member enquiries. The role requires flexibility to handle peak periods (e.g., committee deadlines). The position offers progression within the Membership Support Team, providing opportunities to lead strategic initiatives and enhance processes. The collaborative partnership between the two Senior Membership Support Advisors (0.6FTE and 0.4FTE) ensures seamless service delivery and a consistent, high-quality experience for all prospective and current members.