

# JOB DESCRIPTION

<b>JOB TITLE</b>	Membership and Data Coordinator
<b>RESPONSIBLE TO</b>	Head of Membership and Systems
<b>RESPONSIBLE FOR</b>	n/a

## BACKGROUND

This post is central to the activities of the British Institute of Radiology, which is a membership organisation, a multidisciplinary society and a registered charity. Its mission is to bring together all the professions in radiology and allied medical and scientific disciplines to share knowledge, and educate the public, thereby improving the prevention and detection of disease and the management and treatment of patients.

## JOB SUMMARY

Responsible for coordinating the administrative processes of the membership life cycle, including membership on-boarding, retention, and managing payments. The role is the primary point of contact for members and prospective members and is responsible for ensuring a high quality of interaction via multiple communication channels, including managing the member online experience. The role will support the organisation with regular data maintenance and reporting activities and will be responsible for maintaining the quality of contact information to improve the service provided to members and prospective members.

The role is also responsible for coordinating the delivery of the BIR newsletters and jobs board mailings. The role provides support for all membership recruitment and engagement activities, representing membership at external events, and organising membership marketing material.

## KEY AREAS OF RESPONSIBILITY

### 1. Membership coordination

Responsible for the successful coordination of the membership life-cycle processes and procedures, and includes processing membership applications, handling onboarding, organising the regular renewal communications, processing subscription payments and financial reconciliations. It also includes sending targeted communications, and implementing creative engagement opportunities, and any other activities to facilitate increased membership retention and growth.

As the primary point of contact for membership, the role is responsible for supporting the delivery of an excellent member experience providing a high level of customer service, working with the Head of Membership

& Systems to devise and implement processes that maintain high satisfaction and engagement.

Other key areas include:

- Regularly reviewing and updating membership process and procedure documentation.
- Coordinating the membership services and benefits communications to ensure members receive regular updates on what is available to them.
- Coordinating the publishing of new resources to the members' BIR Sharing Platform.
- Providing training and supervision of other team members or third party contractors assisting with any of the membership processes or contact management.
- Supporting the Head of Membership & Systems with the production of the monthly membership statistics.
- Managing Corporate and Group membership subscriptions, invoicing and renewals.
- Liaising with third party system vendors and contractors about membership functionality or issues within the CRM or website.
- Co-ordinating online membership surveys.
- To attend and promote membership at conferences and exhibitions.

## **2. Data maintenance & membership systems**

Assisting the Head of Membership and Systems to implement good data governance by maintaining accurate membership and contact information in the prospect database. Duties include performing regular data validation, cleansing and maintenance activities to ensure the integrity of the database.

Additional key areas include:

- Creating and running membership reports and distribution lists.
- Providing training and support to other team members in contact management best practices and membership processes.
- Assisting the Head of Membership and Systems with system and data projects, including some liaising with system vendors as a membership and data subject matter expert as required.
- Assisting with reports on member benefits and website usage by extracting data from the CRM, Google Analytics and liaising with third party suppliers.
- Assisting with data analysis for management reports.

## **3. Membership Communications**

Responsible for delivering the regular e-newsletters and administering the jobs board and liaising with the third party enews and jobs board contractors. Supporting the Head of Communications and Partnerships by assembling regular members' news bulletins and assisting with the BIR World Partner Network.

## **4. Membership marketing and external affairs assistance**

Supporting the Head of Membership and Systems and Head of Communications and Partnerships with the production of membership recruitment materials and coordinating recruitment campaigns through various channels, including social media and preparation of materials for external events. To liaise with third party designers, printers, contractors as required and ensure relevant pages on the website are up to date.

<p><b>Other duties</b></p> <p>Provide back-up for colleagues when necessary. Undertake any other duties as reasonably required by the Head of Membership and Systems and Chief Executive.</p>
<b>OPERATIONAL MANAGEMENT</b>
<p>Contribute to the BIR's strategic plans, business and operational plans as requested, in particular the membership strategy.</p>
<b>PROFESSIONAL DEVELOPMENT</b>
<p>Ensure personal skills and knowledge are updated through attendance at appropriate internal and external training courses and seminars.</p>
<b>HEALTH AND SAFETY AND PERSONNEL PRACTICES AND PROCEDURES</b>
<p>Comply with the BIR's health and safety policy and procedures and all statutory HSE regulations and health and safety laws. Comply with the BIR's personnel practices and procedures.</p>

# PERSON SPECIFICATION

<b>JOB TITLE</b>	Membership and Data Coordinator
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<b>DEPARTMENT</b>	Membership and Systems
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<b>E= essential</b> <b>D= desirable for applicants to meet required standard</b>
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Selection Criteria – measured by CV, Interview, Test

CRITERIA	STANDARD	E/D	MEASURED BY CV/Interview/Test	
<b>Work Experience</b>				
Administrative assistance	2 years	E	CV	
Processing membership or subscription	1 year	D	CV	
Database maintenance	1 year	E	CV	
Customer or user service	2 years	D	CV	
<b>Qualifications</b>				
Degree		E	CV	
<b>Knowledge</b>				
Knowledge of Microsoft Office		E	CV	
Maintaining CRM systems		E	CV	
Updating Content Management Systems		D	CV	
<b>Competencies</b>				
Excellent organisation and time management		E	Interview	

skills.				
Excellent interpersonal skills		E	Interview	
Data management		D	Test	
Excellent verbal and written skills		E	Interview/Test	
Attention to detail		E	Interview/Test	
Ability to work under pressure		E	Interview/Test	
Ability to use initiative when required		E	Interview/Test	
<b>Attitudes</b>				
Flexible hands-on approach with ability to take initiative on developing new ideas and systems		E	Interview	
Good team player but self-motivated and able to work independently when necessary		E	Interview	