

## **Membership Assistant Job Description and Person Specification**

### **Purpose of the role**

The Green Party is on a mission to get great Greens elected and the Membership Team, who are part of the Development Team, play a crucial role in providing outstanding care and attention to all of our Green Party members, supporters, friends, and donors. We are developing our membership and supporter stewardship and so we're looking for a customer service champion – that vital team member who will help the Green Party membership team deliver the high standard of customer service and attention to detail that our members and supporters expect and deserve.

<b>Salary:</b>	£22,679 per annum (Point 3 on the GPEW pay scale)
<b>Hours:</b>	35 (Job shares encouraged)
<b>Job type:</b>	Permanent
<b>Location:</b>	Remote (potential days in the office in future)
<b>Line manager:</b>	Membership and Development Manager
<b>Line management responsibilities:</b>	None
<b>Key relationships:</b>	Membership Officer

### **Application process:**

Applications to be submitted by 23:59 on 30th January 2022 via the Green Party's Applied recruitment system. Interviews will be held on Monday 7th February and Tuesday 8th February 2022.

Access to the Green Party's Applied recruitment system can be found at <https://app.beapplied.com/apply/cfw6prvde2>

Please note that the Applied recruitment system is configured to ask a series of questions that will support shortlisting for this role. Each question is based on one or more of the attributes listed in the person specification and your answers will be scored based on how you demonstrate the attribute(s) that are relevant to the specific question being asked.

### **Principal Roles and Responsibilities**

#### **Membership Queries**

1. Assist with managing the membership email inbox
2. Answer queries, via email and over the phone, from members and supporters
3. Escalate enquiries where appropriate to the relevant personnel

**Database Administration**

4. Use information provided by members to update the records on our Customer Relationship Management systems
5. Process member renewal payments and cancellations
6. Keep up to date with relevant CRM training and developments

**Office Administration (to be undertaken once the office is open again)**

7. Process incoming and outgoing mail, including the management of the franking machine

**Liaising with other Teams**

8. Work with other teams across the organisation to answer members' queries where appropriate
9. Input into wider team projects such as membership surveys and journeys

**New Member Support**

10. Support the Membership team with membership stewardship events and activities when appropriate
11. Assist with providing a consistent and welcoming onboarding programme for new members and supporters

**Any other ad-hoc Membership support and duties**

12. Support the Membership and Development Manager and the Membership Officer in other duties that contribute to outstanding supporter care, as and when required

**Person Specification**

<b>Attribute</b>		<b>Essential/ desirable</b>	<b>Interview/ application</b>
<b>Experience</b>	Working in a Membership, Supporter or Customer Service role	Essential	Interview/ application
	Previous experience using CRM or database systems	Desirable	Interview
	Working independently as well as part of a team	Essential	Interview/ application
<b>Skills/abilities</b>	Excellent written and verbal communication skills, including phone manner	Essential	Application/ interview
	High levels of attention to detail	Essential	Application/ interview
	Excellent customer service, able to adjust tone according to the relevant audience	Essential	Application/ interview
	Proficient in the use of Microsoft Office programmes (including Outlook, Word and Excel) and able to learn new processes quickly	Essential	Application/ interview
<b>Knowledge</b>	Understanding of Green Party organisation at local, regional and national level	Essential	Interview
	Understanding of the importance of outstanding supporter care to any membership organisation	Essential	Interview
<b>Personal attitudes</b>	Sympathy with the aims and policies of the Green Party, and with development of a more sustainable society	Essential	Interview
<b>Personal circumstances</b>	Eligible to work in the UK	Essential	Application/ interview
	Able and willing to work occasional unsocial hours and outside of normal office hours as required	Desirable	Interview
	Not a member of another UK political party	Essential	Application/ interview



<b>Equality</b>	Committed fully to the principle of Equal Opportunities for all in line with Green Party policies	Essential	Interview
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