

# JOB PROFILE

## Job Details

**Job Title:** Membership Officer

**Reports to:** Head of Membership

**Department:** Membership

**Grade:** ACU Grade C

## Overall Purpose of Job

To manage the day-to-day relationship between the ACU and its member institutions. To work closely with the Head of Membership Development to drive membership retention and recruitment.

## Main Areas of Responsibility

The postholder will:

- Manage the day-to-day relationship between the ACU and its member institutions. Ensure that all members feel that they have good access to the ACU and its activities.
- Assist in the creation and updating of membership and marketing materials e.g. letters, new member welcome packs, newsletters, member listings, member questionnaires and brochures.
- Provide briefings on members to colleagues within the ACU.
- Attend member meetings and assist with general membership engagement activities.
- Facilitate the on-boarding process for new members.
- Design and manage the process for informing other teams within the ACU when members have joined.
- Follow-up member resignations and produce reports on why members lapse - **lead by R&I i feed info to them**
- Be the main point of contact between membership and finance. Work with the Head of Membership to support the membership renewal process - **I have lead on this process for the last two years**
- Keep records and produce reports showing the results of recruitment and retention activity, marketing campaigns, member involvement etc.- **this was never requirmnt of the role as part of my original onboarding**
- Identify key individuals within member organisations and help them to get involved in other areas of the ACU.
- Perform routine quality checks on the membership database.
- Recommend ideas for improvement and highlight any problems.

## Skills and Experience

### Skills

- Excellent relationship building and interpersonal skills
- Ability to convey complex information clearly and concisely
- Excellent verbal and written skills, including writing for and understanding of different audiences and cultural sensitivity

- Excellent attention to detail
- Strong stakeholder management skills
- Strong presentation and interpersonal skills, adept at working with people at all levels in a range of organisations
- Professional manner and attitude
- Able to remain calm under pressure and to easily adapt to change

#### Experience

- Use of content management systems, databases and Microsoft Office
- Experience of working in an external/customer-facing role
- Interest in/experience of the higher education sector and/or international development
- Experience of working in a membership organisation

### **Additional Information**

- The Asylum and Immigration Act 1996 requires the ACU to obtain evidence of immigration status and eligibility to work in the UK from new employees. If you are invited for an interview, you will be asked to show appropriate documentary evidence of your eligibility to work in the UK when you attend. The ACU cannot sponsor candidates for this role.
- During peak times the postholder may be required to work beyond normal working hours.
- The postholder must be willing to travel within the UK and (if and when required) internationally.
- The postholder is expected to carry out other duties which are broadly consistent with those described in accordance with the changing needs of the department and the requirements of the job.
- The postholder must be committed to the ACU's ethos and values and comply with policies and procedures, including Equality and Diversity policies.