

<https://chartered.college/>

# Membership Administrator

## Job Description

Join our team as a Membership Administrator - helping us to support teachers, champion great teaching and raise the status of the profession, by providing a great customer service as our first point of contact for current and prospective members regarding general enquiries, applications, and renewals.

Job Title	Membership Administrator
Reports To	Membership Manager
Salary	£24,000 - £26,000 depending on experience
Contract	Permanent and we are open to discussing flexible working options.
Hours	A full working week is 35 hours. We offer flexibility with hours and are open to full or part-time options.
Benefits	Flexible working, generous annual leave, 8.5% employer pension contribution, Paycare, individual and team professional development/learning budget. A full list of our benefits can be found <a href="#">here</a> .
Based	The role is office based with some hybrid working. We have a central London office which you will need to attend frequently and on a regular basis for postal support and some meetings.
Start date	4th March 2024, subject to any notice period
Deadline	23rd February 2024. A task and competency based interview will take place w/c 26th February 2024.
Application	Please apply here [ADD WORKABLE LINK] by uploading your CV and cover letter. Please use the <a href="#">guidance</a> when writing your cover letter. We encourage you to apply promptly as we will be reviewing applications as they are received and may complete the process earlier than expected if an excellent candidate is identified at an early stage.

## The Organisation

The [Chartered College of Teaching](#) is a charity and the professional body for teachers. We are working to empower a knowledgeable and respected teaching profession through membership and accreditation.

We are dedicated to bridging the gap between practice and research and equipping teachers from the moment they enter the classroom with the knowledge and confidence to make the best decisions for their pupils.

Our activities mainly focus on four key areas:

- membership
- teacher accreditation
- teacher CPD
- online and print resources

Since opening membership in 2017, we have grown rapidly. In total our work reaches nearly 50,000 teachers and more than 3 million young people. In 2020 we published reports 'Education in Times of Crisis' around the impact of lockdown which have since been cited in educational reports and academic papers; in 2021 we won the Memcom award for 'Best magazine for a Professional Association or Membership Organisation'; in 2022 we celebrated the graduation of over 246 teachers from our Chartered Teacher and Chartered Teacher (Leadership) pathways. We are a growing and multi-skilled team of 31 people, supported by a Board with a significant track record of experience in a range of fields. Our business plan focuses on growing membership and Chartered Status and providing meaningful professional learning opportunities for the teaching profession. This role will support us to deliver an excellent service to our members.

## The Opportunity

Our membership function supports members by ensuring that their onboarding and renewal experience is seamless and provides ways for them to readily engage with us. Our membership offer is used by teachers and educators to improve their practice and engage with our professional learning community.

We are recruiting within the membership team to welcome a Membership Administrator who believes in our mission to support the work we do.

The culture at the Chartered College is friendly and fast paced – we are constantly challenging, testing and adapting the way we do things. We are looking to recruit a Membership Administrator to support the team in delivering ambitious membership growth targets for the College. The Membership Administrator will provide excellent customer service for existing and potential new members, often as the first respondent to all College enquiries. In addition, the Membership Administrator will take on responsibility for specific grades of membership and develop proactive plans for member recruitment, upgrade and retention.

Reasons why this role could be great for you:

- You will have autonomy for delivering excellent customer service to our members and offer them a seamless experience, providing timely communications and responses to queries and phone calls
- You enjoy interacting with people via email and collaborating with colleagues across the organisation in supporting the recruitment and retention of our members
- You will be helping to grow the professional membership organisation for the teaching profession and be part of the team driving the organisation forward at an exciting time for the future of the College.

<b>Customer Service</b>	<p>Most of your time will be spent providing excellent customer service as one of the first points of contact for potential and existing members, by managing our inbox and telephone line. You will also:</p> <ul style="list-style-type: none"> <li>• manage a set queries and cases to ensure that members and contacts are responded to professionally and within agreed service level agreements</li> <li>• ensure that contacts and communications are compliant with relevant data protection and security standards</li> <li>• liaise with our membership certificate service provider accurately and in a timely manner to ensure that member welcome packs are accurate and received swiftly.</li> </ul>
<b>Membership services development</b>	<p>You will spend some of your time developing our membership operations and:</p> <ul style="list-style-type: none"> <li>• support the accuracy and reporting of member data; regularly importing and manipulating data sets such as Group memberships, joiners and leavers</li> <li>• input data into the College's CRM system (Salesforce) and member platform and ensure colleagues are doing so consistently</li> <li>• support Fellowship admissions by providing advice to potential Fellows, and ensure a seamless review process for Fellows in line with our quality assurance process</li> <li>• ensure Members and Fellows have a seamless welcome and onboarding experience</li> <li>• support individual membership renewals</li> <li>• arrange and participate in meetings and other activities as required, with regular attendance in the office to deal with post and distributing marketing materials</li> <li>• attend and participate in CPD learning activities and training to maintain and develop your knowledge and skills</li> <li>• perform other activities as and when required to support the wider team to achieve our membership targets.</li> </ul>
<b>Group membership support</b>	<p>With the Membership Manager, Relationship Manager and Head of Partnerships, you will:</p> <ul style="list-style-type: none"> <li>• support group membership renewal processes</li> <li>• implement activities for the activation of group membership sales</li> <li>• proactively identify ways in which the group operational processes can be improved from a customer perspective</li> <li>• liaise regularly with the Finance Team for invoicing, payments, refunds and credit control.</li> </ul>

## About You

You do not need to have expertise in absolutely all areas, let us decide! We are committed to creating a diverse and inclusive environment and encourage you to

apply. We're looking for someone that is motivated by our vision and is passionate about providing great customer service.

Systems you would be using include our CRM system Salesforce, our in-house database and Google Drive.

## Essential skills and experience

- Excellent written and oral communication skills
- Experience of delivering high quality customer service in an external facing role
- Customer focused, you'll understand how important our future and current members are
- Experience of Salesforce or other CRM systems
- Intermediate/advanced skills in MS Excel, with the ability to execute formulas and analyse large amounts of data
- Knowledge of GDPR and how it relates to the storage, retention and use of personal data
- Experience of data validation and verification
- Highly effective organisational skills, with ability to manage a varied workload
- Calm and resilient, with the ability to work well under pressure and whilst multitasking
- Strong attention to detail
- Excellent interpersonal skills
- Able to plan ahead and prioritise tasks
- Adopts a professional and responsible approach
- Proactive and willing to learn to support the wider aims of the organisation

As well as the essential skills and experience, we are looking for people who:

- Believe in the transformative power of education, see teachers as key drivers in achieving improved educational outcomes for all and are motivated to contribute to this change
- Communicate clearly and effectively
- Learning and feedback oriented, curious and keen to develop their skill set
- Customer-focused, showcasing ways in which your work and contributions to the organisation can add value to the membership experience.

## Why Us?

As an organisation we care deeply about creating a working environment that supports our people to grow personally and professionally. These are reflected in our [organisational values](#) which outline the distinctive working culture we are looking to create. In particular, these values are reflected in our commitment to:

- Flexible working: responsive management, flexible hours, hybrid or fully remote working
- Professional development, including formal and informal training and support
- Transparency and ownership: we have an open culture that ensures all staff guide our strategic direction
- Mental health and wellbeing: access to health and wellbeing advice and health cash plan

## Diversity and inclusion at the Chartered College

As a growing organisation we are committed to:

- Becoming increasingly representative of the sector and geographies that we operate in
- Providing a positive experience of work as part of an inclusive culture led by our organisational values
- Maintaining an annual EDI action plan - led by the internal team

What to expect from the recruitment process:

- All applications are anonymised until the point of interview
- Line Managers trained in recognising bias
- We implement a standardised interview template and competencies matrix for a fair and transparent process

If you require any adjustments in order to proceed with an application please make a request to [recruitment@chartered.college](mailto:recruitment@chartered.college).

For more information about joining the Chartered College, please watch this short [video](#) from Dame Alison Peacock (CEO).

## Your Personal Data

As part of the recruitment process, the Chartered College of Teaching collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

## Pre-employment checks

All conditional offers of employment are subject to:

- Two satisfactory references
- Proof of qualifications
- Eligibility to work in the UK

We are an employer committed to the safeguarding of children and young people.