

Member Support Team Agent

Job Title:	Member Support Team Agent
Job Type:	Fixed term contract – 12 Months (Maternity Leave Cover)
Hours:	35 hours per week
Department:	Member Engagement Team (MET)
Salary:	£27,328 – Band 1
Reports to:	Membership and Insights Manager
Location:	Remote or hybrid working, with the requirement to attend the CoSRH Staff Conference in London approximately twice per year.

Who we are:

The College of Sexual and Reproductive Healthcare (CoSRH) is the leader in the field of sexual and reproductive healthcare, and we are the voice for professionals working in this area. As a multi-disciplinary professional membership organisation, we set clinical guidance and standards, provide training and lifelong education, and champion safe and effective sexual and reproductive healthcare across the life course for all.

You can find out more at www.cosrh.org

Can you help us?

We are looking for a proactive, compassionate and detail-oriented individual who can deliver an outstanding experience to our members and learners. Someone who enjoys being the first point of contact, thrives in a fast-paced environment, and takes pride in resolving queries efficiently and professionally.

You will bring excellent communication skills, strong customer service experience and confidence in navigating digital systems, including CRM and LMS platforms. You'll be motivated by helping others, comfortable interpreting processes and guiding people through complex journeys, and able to work both independently and collaboratively. Most importantly, you'll demonstrate empathy, patience and a commitment to continuous improvement—ensuring that everyone who reaches out to CoSRH feels supported, informed and valued.

The role:

Enquiries

- To be the first point of contact for all enquiries into the College managed through a digital ticketing system.
- Respond to enquiries using information and knowledge from all departments of the College, which often involves the interpretation and application of rules and procedures. Use judgement to triage what action is required, where appropriate.
- Respond to all enquiries relating to qualification journeys, which includes information about the qualification/course, assistance in applying and payment, processing updates, help with learning journey on Learning Management System (LMS), the awarding and recertification of qualifications.

This job description and person specification is a statement of requirements of the job at the time of writing. It should not be seen as precluding future changes after appointment to this role. Last updated March 2026.

- Respond to all enquiries relating to membership, which includes help choosing the appropriate membership type and associated fees, renewals, upgrades, direct debits, and cancellation.
- Respond to all other enquiries, such as information on CoSRH events, and from prospective members about the work and activity of the College.
- Maintain up-to-date knowledge about the work and activities of the College to help respond to enquiries.
- Show an interest and understanding of enquirer's needs, with a view to continually searching for ways to improve the service and their experience.

Qualification processing

- Responsible for the administration and processing of all CoSRH qualifications, recertifications and recertification audits in line with agreed procedures and service level agreements (SLAs).
- Responsible for processing reasonable adjustment and extension requests.
- Work closely with relevant teams when new training, assessments or qualifications are introduced to ensure accurate administration and processing.
- Support the administration and processing of applications from outside the UK for international qualifications
- Continuously monitor system and processes so they are fit for purpose for efficient qualification processing.

Membership

- Take an active role in membership processing, supporting the annual membership renewals campaign (November-March) and adjustments throughout the calendar year.

Operational support

- Work with the Membership and Insights Manager to help identify trends and patterns from ticket enquiries to help drive improvement.
- Work closely with the Data Manager and Digital Manager to raise issues with the Customer Relationship Management system (CRM), Learning Management System (LMS) and website, which have been identified through ticket enquiries, and help where possible to support with a resolution.
- Undertake other administrative work as requested by the Membership and Insights Manager
- Take an active role in data input and collection to help drive insights, improvements and quality control.
- Support the longer-term development and improvement of systems and processes, and contribute to wider departmental discussions.

Governance

- Support the development of Standard Operating Procedures (SOPs) to help with efficiencies and quality assurance in the team.
- Create canned responses for use on frequent and complex enquiries to help aid efficiency in service delivery.
- Ensure compliance with GDPR and data protection principles while managing enquiry and application information.
- Actively participate in the delivery of continuous improvement, working collaboratively with colleagues across the College.
- Ensure all actions carried out in line with CoSRH's standard policies and processes.

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You will be:

- Educated to A Level standard or equivalent skills demonstrated (essential)

You will have:

- Excellent customer service skills
- Proficiency in MS Office suite
- Strong communication skills - clear and professional speaking and writing, ability to explain information simply, and good active listening
- Empathy - understanding customers' feelings and frustrations, showing genuine care and patience, and making customers feel heard and valued
- Patience - staying calm with challenging or upset enquirers, and willingness to repeat or re-explain information, adapting to language or understanding barriers
- Problem-solving skills - thinking quickly and logically, identifying the root cause of issues, and offering effective and practical solutions.
- A positive attitude - friendly tone and helpful mindset, remaining professional even under pressure
- Adaptability - handling different personalities and situations, and learning new systems and procedures quickly and systematically follow standard operating procedures
- Attention to detail - accurately recording customer information, and following policies, procedures and processes carefully
- Excellent organisational skills and can manage conflicting deadlines, with a willingness to work flexibly and respond to changing priorities
- Excellent time-management and prioritisation skills
- Strong attention to detail and thorough in checking work
- Ability to identify problems, trends and patterns
- Ability to use initiative and judgement
- Ability to work as a team, but also be able to think and work independently
- Excellent understanding and application of confidentiality and data protection practices (GDPR)

You will have experience:

- Delivering excellent customer support and care (essential)
- Delivering high quality written communication in response to customer email queries (essential)
- Delivering a positive video call or phone-based experience for customers (essential)
- Understanding a customer's need and providing the appropriate solution (essential)
- Working with a Customer Relationship Management (CRM) system (essential)
- Working in membership or professional body, ideally in the medical or educational sectors (desirable)

NB: In order to fulfil this role you should be resident in the UK with a valid right to work; we are unable to sponsor people requiring a work visa.

Why Join CoSRH?

We are committed to supporting the wellbeing, growth and long-term success of our people. As part of the CoSRH team, you will benefit from:

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Generous Annual Leave: 25 days holiday per year, increasing by an additional 2 days after 2 years of service and a further 3 days after 5 years, plus a dedicated day off to celebrate your birthday.

Competitive Pension & Life Assurance: A strong employer pension contribution of 10% (with a 5% employee contribution) following successful completion of probation, alongside life assurance at 4x your annual salary and access to an income protection scheme.

Flexible Working: A genuine flexible working culture that trusts you to manage your time and deliver results in a way that works for you.

Health & Wellbeing Support: Access to a comprehensive Employee Assistance Programme (EAP), free annual eye tests, and a Free Lunch Thursday to bring our teams together.

Community & Social Value: An annual volunteering day to give back to causes that matter to you. Employee Benefits Portal: A wide range of discounts and savings through our employee discounts platform.

Enhanced Family Leave: Enhanced maternity, paternity and adoption pay, supporting you and your family at every stage.

Learning & Development: We invest in our people. From webinars and sector conferences to bespoke leadership development, we provide the time, space and resources for you to grow, thrive and make a lasting impact in your role.

To Apply

Full details of how to apply can be found at the following link: [Member Support Team Agent \(12 month FTC - Mat leave cover\) job - Remote - College of Sexual and Reproductive Healthcare](#)

Deadline for applications is **Friday 10 April 2026**

Interviews are likely to take place on **20-21 April 2026**

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

We value diversity, promote equality and encourage applications from people of all backgrounds. We are working hard to minimise unconscious bias and your application will be anonymised to support this.

We want to hear your genuine voice and experiences, so please ensure any AI assistance is transparent and that your application primarily reflects your own thoughts and achievements.

AI-generated content can lack accuracy and may contain false information, which could affect your application's credibility. Any suspected undisclosed use of AI during the recruitment process, including sift questions or interviews, will be marked down to ensure fairness for all applicants.

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