



Job Title: Membership Administrator

Reports to: Membership and Business Development Director

Department: Membership

Location: Remote

Employment Type: Part-Time – 3 days per week

Salary: £17.5K (pro rata FTC)

The Nuclear Institute (NI) is seeking a **Membership Administrator** who will play a crucial role in supporting the membership functions of the NI to look after the day-to-day administrative tasks relating to member services, including maintaining databases, managing renewals, and providing customer service to members. This role is critical in supporting the organisation's mission to engage and retain members, ensuring they receive value and are satisfied with their experience.

Job Summary:

The Membership Administrator is responsible for overseeing the membership process from onboarding new members to managing ongoing renewals and maintaining the membership database. The role involves ensuring that members receive excellent customer service, timely communication, and accurate information about the institute's services and benefits. The position requires strong organisational skills, attention to detail, and proficiency in database management.

Key Responsibilities:

1. Membership Administration:

- Manage the renewals process to ensure prompt collection of membership subscriptions including devising and implementing follow-up campaigns to minimise lapsed.
- Manage correspondence related to the onboarding process including preparing and sending membership welcome emails, and other communications as appropriate.
- Manage the Membership inbox responding to queries and assigning emails to colleagues or others as necessary.
- Support with the administration of Organisational Members including processing new members, issuing invoices and any other tasks as required.
- Assist with the development and implementation of new membership strategies.
- Other tasks to support the Membership and Business Development Director and Membership Manager as necessary.

2. Customer Service:

- Serve as a point of contact for current and potential members, answering enquiries via phone, email, and online.
- Provide information about membership benefits, policies, and procedures.
- Resolve membership-related issues or concerns in a timely and professional manner.

3. Communications:

- Collaborate with the Membership Manager and Marketing and Communications Manager to assist with membership recruitment initiatives and campaigns through the creation of membership-focused content for newsletters, emails, and social media.

4. Data Management & Reporting:

- Maintain and update the membership database with accurate and up-to-date information.
- Create reports to analyse membership growth, retention, and engagement levels.
- Ensure compliance with data protection regulations (e.g., GDPR).

Qualifications and Skills:

• **Essential Experience:**

- 2-3 years of experience in membership administration services, customer service, or administrative roles.
- Proficient with CRM or membership management software, including database management and reporting.
- Skilled in delivering exceptional customer service within a professional environment.
- Experience in administering a membership or customer renewals process.
- Background in non-profit organisations, associations, or professional membership.

• **Desirable Experience:**

- Experience in developing membership recruitment initiatives and campaigns

• **Skills:**

- Strong organisational and multitasking skills with keen attention to detail.
- Excellent written and verbal communication skills.



- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
 - Problem-solving skills and the ability to handle member concerns with professionalism.
 - Ability to work independently and collaboratively as part of a team.
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Personal Attributes:

- Strong interpersonal skills and a customer-oriented mindset.
- Ability to remain calm under pressure and manage multiple tasks effectively.
- A proactive approach to problem-solving and initiative to improve processes.
- High degree of professionalism, confidentiality, and ethical standards.

This role is critical in supporting the organisation's mission to engage and retain members, ensuring they receive value and are satisfied with their experience. If you are detail-oriented, customer-focused, and enjoy working in a dynamic environment, we encourage you to apply for the Membership Administrator position.

Work Environment:

- Mainly working from home so could be based anywhere in the UK. There will be some travel with regular meetings in London.
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Flexibility and Accessibility:

We offer flexible hours and remote working options to accommodate individual needs. There will be support available for remote workers who may require specific adjustments, such as ergonomic setups or assistive technologies.

Commitment to Inclusion:

We are committed to fostering an inclusive workplace where everyone feels valued. We welcome applications from candidates of all backgrounds, including those from underrepresented groups in the finance and nuclear sectors. Our recruitment process is fair and accessible, and we are happy to provide accommodations upon request. If you require adjustments to the application process, please contact us so we can support you.

Application Procedure:

Please send a CV (max 2 pages) and a [covering letter outlining your suitability for the role to \[hr@nuclearinst.com\]\(mailto:hr@nuclearinst.com\)](#). Please include the job title in the subject header.