

Membership and Insight Manager

Job Title: Membership and Insight Manager

Job Type: Permanent

Hours: 35 hours per week – Monday to Friday

Department: Membership Engagement Team (MET)

Salary: £38,996 (FTE)

Reports to: Director of Membership and Marketing

Location: Hybrid – FSRH Office (London Bridge) and home working.

Who we are:

The Faculty of Sexual and Reproductive Healthcare (FSRH) 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.fsrh.org

Can you help us?

We are seeking a motivated and dynamic Membership and Insight Manager who will respond to and resolve all member enquires and process Membership and Educational applications.

You will have a strong background in Customer or Membership support and have a demonstrable ability to take initiative and offer solutions. You will be able to work collaboratively and communicate effectively with a range of members and staff. You will have a proactive attitude and be able to work efficiently within defined processes.

You will work alongside the MET Director, Education Development Managers and associated teams to ensure that membership support is delivered as follows to:

- Manage a team of dedicated specialists to ensure our membership experience is valued and valuable
- Use insight gained from our range of digital systems to provide business intelligence and improve our member experience
- Drive improvement throughout our processes
- Ensure member enquires are responded to and resolved in line with Quality standards and SLAs

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 September 2024

- Ensure members are treated fairly and in line with FSRH values and regulations
- Ensure that all Educational products are processed within agreed SLAS
- Maintain the quality of the service provided
- Create and deliver iterative improvements on the FSRH member contact strategy

The role:

Membership insight, processes and experience

- To generate and report on insight from the FSRH digital ecology
- To action the findings of this insight on FSRH membership processes, to streamline and improve the member experience
- To improve our systems and processes around membership, simplifying the member journey and driving up perceptions of value
- To lead and support the annual member 'win-back' campaign
- To ensure timely processing of our applications
- To manage the work of the Data Manager such that the FSRH CRM database realises its potential and that the member experience derived from that database is of a high quality.
- To suggest data-driven improvements to the member experience on an on-going basis

Member Support Team

- To own the FSRH Freshdesk system, using it to drive improvements in member contact practice
- To maintain our target of >80% member satisfaction
- Monitor daily workload of the team and makes adjustments to ensure adequate coverage and that correct procedures are followed
- Ensure enquires, calls and applications are responded to / processed within agreed SLAs
- Respond to and resolve escalated issues/ complaints / complex requests from members/ candidates
- To respond to and resolve a variety of member enquiries and applications

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- Monitor the quality and accuracy of resolutions/ tasks provided by the team and provides feedback to team members
- Provides coaching and training to team members on correct procedures to follow and develops their knowledge of FSRH products and services
- To identify systems and workflow improvements to enhance the team's efficiency
- Identify system faults and share with relevant stakeholders / suppliers to reach a timely resolution
- Hold regular 121s with team members to support and review their performance, provide development, identify priorities and resolve issues
- Support recruitment and development of new team members.

Administration and reporting

- Provide monthly reporting to MET and Education Directors
- Share regular feedback to Education and MET team on improvements/ enhancements required to Website/ Training Hub to reduce member support needs
- Maintain accurate folders, records and reports
- To support the dissemination of information and give guidance on regulations including updates and changes

You will be:

- Educated to A Level (or equivalent experience)
- Strategic, data driven and able to build and motivate a high performing team
- Organised and efficient with an ability to manage competing priorities
- Able to understand and work within governance structures
- Able to demonstrate ownership and initiative when managing areas of responsibility
- Process driven with a systematic approach; with the ability to effectively follow policies and procedures as well as offering improvements
- Able to maintain up to date and accurate records in line with policies and processes
- Methodical, fair, and respectful in attitude and approach to customers/ members
- An effective spoken and written communicator
- Confident to take ownership of issues and work these through to resolution
- Able to support users with digital platforms or refer as appropriate
- An active listener that can provide solutions and manage issues calmly
- Proficient working with a range of digital platforms and databases and adept with Microsoft Office.
- Able to utilise digital solutions to improve provision of membership support
- Professional, reliable with a non-judgmental attitude

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You will have:

- Substantial previous experience of strategic redevelopment of a customer contact team from the ground up.
- Substantial understanding of how to utilise a CRM to generate process improvements
- Substantial experience of working customer/ membership support environments
- Excellent product knowledge to support customers using a variety of media and formats
- Understanding of the role of CRM in an organisation and in customer/member experience
- Openness and ability to adapt to new technologies and new ways of working
- A good understand and ability to adopt the FSRH values throughout the role

You will have experience:

- Supporting educational products and member services
- Working within policies and processes and using these to support improved delivery and service
- Working in multichannel support (email, phones, remote, chat etc)
- Using digital platforms, CRMs and Learning Management systems preferably iMIS, Learning Pool (Totara)
- Managing complex cases
- Producing and creating reports
- Working within a professional membership body / higher education / NHS background
- Developing skills and knowledge of less experienced colleagues

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.

We will offer you:

We offer a range of benefits at FSRH to support staff wellbeing, including:

- 25 days holiday, with an additional 2 days leave after 2 years of service, and a further 3 days after 5 years.
- Birthday leave day
- Annual Volunteering Day
- Flexible working culture
- Pension and life assurance scheme:
- 10% employer contribution / 5% employee contribution after successful completion of probation. This also includes access to life assurance at 4x annual salary and an income protection scheme.
- Employee Assistance Programme (EAP)
- Employee discounts portal
- Free Lunch Thursday
- Interest free season ticket travel loans
- Enhanced maternity, paternity & adoption pay
- Free eye tests
- Training and development

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- We want our staff to feel invested in and have the time and space to grow, learn and develop in their roles. We provide a range of learning and development opportunities, from webinars and conferences to bespoke training sessions.

To Apply

Full details of how to apply can be found on our website www.fsrh.org.

Please send your CV and covering letter to recruitment@fsrh.org

Deadline for applications is **12pm 2 October 2024**

Interviews are likely to take place on **W/C 7 October 2024**

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.

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