

# Membership Officer

SEPTEMBER 2024  
JOB DESCRIPTION



## Membership Officer

**Full time**

**Salary: c £29,000 pa**

**Location: Hybrid working. Home and Central London, WC1**

**Closing date: 28 October 2024**

**Start-date: As soon as possible**

**Reporting to: Director of Membership and Operations**

### **About the role:**

As a key contact for AMRC members and supporters, the Membership Officer is responsible for ensuring that all existing and prospective members receive excellent service. You will be responsible for engaging new members and supporters, conducting meetings and delivering presentations to encourage participation in AMRC activities and for ensuring that all membership related processes and records are kept up to date.

You will act as a central link in the AMRC team, helping to spot relevant connections and arranging assistance from colleagues as required to answer more specialist queries.

### **About you:**

You will be excited by a varied portfolio of activity working across different areas with multiple stakeholders and will be driven by ensuring that projects reach a successful conclusion.

You will enjoy meeting new people, have excellent presentation skills, and be friendly and energetic, whilst maintaining an organised and thorough approach to your work.

You will understand the role of health and medical research charities and the biomedical research environment in the UK and be excited to work in this sector.

### **About AMRC:**

The Association of Medical Research Charities (AMRC) is the membership organisation for charities funding medical and health research in the UK. We represent over 150 charities including household names such as Cancer Research UK and the British Heart Foundation as well as smaller charities who invest in rare diseases and specific areas of unmet need. Our members are driven by patient priorities and their work accelerates the delivery of innovative treatments to improve health. We are proud of the vital role our members play in life sciences.

### **Overall objectives:**

- Support and engage a growing membership community
- Ensure membership and account management processes are run efficiently across the organisation to deliver excellent service to our members
- Ensure membership records are kept up to date in the CRM and on our website

### **Relationships**

- Close working relationship with all members of the AMRC team
- Frequent interaction with all categories of members and partners

# Membership Officer

## Key responsibilities

### Membership engagement and support

- Maintain a list of members, prospective members and supporters and monitor to ensure full engagement with AMRC activities
- Support organisations through the process of becoming a full, introductory or supporter members
- Organise and host regular online meetings for prospective and introductory members, and for new AMRC contacts
- Review incoming membership applications against eligibility requirements and liaise with colleagues and the applicant to resolve any issues
- Act as a central point of contact for internal and external enquiries relating to AMRC membership
- Identify connections between members and suggest suitable opportunities for collaboration
- Support colleagues with the administration of member networks including providing support for member mailings as required
- Arrange meetings and group engagement activities for AMRC communities as required
- Review member activity to identify new ways to support and engage members as appropriate
- Manage relationships with allocated member accounts and support others to manage this process effectively
- Support the management of membership related online content and tools, such as the members' directory and network discussion channels
- Collate and distribute the weekly job circulation email

### Membership processes

- Be responsible for account management, network administration and membership processes and conduct an annual review to ensure all are up to date
- Assume the position as organisational lead for the Customer Relationship Management system ("Salesforce super user"). Keep up to date with any new features and respond to queries from other team members
- Run internal training sessions for salesforce and account management processes to ensure good practice across the team
- Generate routine reports from Salesforce to monitor and improve member engagement
- Co-ordinate 'account management' activities including allocating member charities to AMRC team for on-going engagement, and coordinating the schedule for routine account updates from the team
- Highlight any recurring questions from members or supporters and work with relevant colleagues to alleviate these

### Administration and record keeping

- Ensure membership records are kept up to date
- Create routine reports relating to member activity across areas related to AMRC work as needed
- Work with the Admin Assistant to co-ordinate the annual member subscription and invoicing process
- Support the annual data collection process, member surveys and the five-yearly audit process as required

### General duties

- Support office administrative activities as needed
- Support AMRC's social media activity (e.g. LinkedIn and Twitter)
- Provide assistance with AMRC events as required

# Membership Officer

## Person specification

<b>Education and experience</b>	
Graduate degree or equivalent experience	E
Experience working with diverse stakeholder groups	E
An understanding of the role of health and medical research charities and the biomedical research environment in the UK	E
Experience of using a Customer Relationship Management System (ideally Salesforce)	E
Experience working in, or with, medical research charities and/or the biomedical research sector	D
Experience using survey and mailing tools for large scale communications	D
Experience working with groups or communities in person or online	D
<b>Skills</b>	
Excellent written and oral communication skills	E
Excellent presentation skills	E
Outgoing and comfortable speaking to new people	E
Good IT skills	E
Good problem-solving skills	E
Organised, with good time management skills and ability to prioritise competing demands	E
Positive attitude to work, open to learning and new ways of working	E
Willingness to work flexibly when required	E
Project management skills	D
Confident working across organisational boundaries	D
Data analysis skills	D