

Role: Membership & Operations Assistant
Contract: 12 months fixed term
Basic hours per week: Full time (35 hours between Monday to Friday)
Location: Office-based, with potential for hybrid working arrangements
Starting salary: £ 24500 per annum
Reports to: Head of Member Services and Head of Operations

The Society of Authors (SoA) is the UK's largest trade union for all types of writers, illustrators and literary translators. We've been advising authors and speaking out for the profession since 1884.

We're currently looking for a **Membership & Operations Assistant** to join our busy team. Our offices are based on Bedford Row / Theobalds Road in **Holborn, London**. The role offers some potential for hybrid working after initial training.

The role

As part of our **member services team**, you will assist with the smooth-running of activities in our London office. We're looking for a tech-confident person to help with routine membership and database processes. A high level of accuracy and attention to detail is required.

The successful candidate will be responsible for fielding incoming calls to the SoA and emails to the info@ email address, as well as updating member records. And as we're just about to implement a new membership database, you will assist the team with testing and introduction across the organisation. The successful candidate will also be supporting in building management, staff and tenant needs in addition to deputising in the absence of the Head of Operations.

Key responsibilities

- Supporting Membership with communication via email and telephone
- Advising prospective members on how to join and manage payments
- Forwarding queries and contracts to the advisory team
- Issuing Public Liability Insurance documents
- Issuing replacement membership cards
- Inputting and processing applications
- Sending correspondence to applicants regarding membership
- Assisting with larger monthly processes, including but not limited to:
 - sending subscription reminders
 - data checking
 - importing data to Mailchimp
 - sending Direct Debit correspondence
- Assisting the team with the testing of the new database
- Packing and posting materials for external stakeholders

Additional responsibilities

- Opening and closing of the reception area on specific days.
- Handling incoming and outgoing mail and receipt of packages for the SoA and our tenants.
- Maintaining kitchen supplies and ensuring that this area is kept clean and tidy throughout the week.
- Being on hand to take care of any day-to-day issues which arise.
- Providing support to the Head of Operations which may be wide in scope.
- Assisting with events as required by the Head of Events or Head of Operations.
- Any other task reasonably requested from the Management Team at SoA.

Essential skills and experience

- Excellent call-handling and communication skills.
- High accuracy and attention to detail.
- Ability to prioritise work effectively and to complete tasks to strict deadlines.
- Ability to work both in a team and independently.
- A friendly and approachable manner, with a can-do attitude and a common-sense approach.
- Previous database experience, an advantage if this is within a Membership organisation.
- Familiarity with Office 365, particularly Teams, Outlook and SharePoint.
- High accuracy and attention to detail.
- Ability to manage issues in a calm manner.

Equity, Diversity and Inclusion

Equity, diversity, and inclusion are at the core of our values - we endeavour to tackle structural discrimination and prejudice wherever we see it. Part of this commitment means we are looking to increase the diversity in our organisation at all levels. We strongly encourage applications from a broad range of social, cultural, educational and underrepresented backgrounds. We will consider part-time working covering core working hours.

Financial assistance

[The Book Trade Charity](#) offers financial help to applicants (particularly those under the age of 30) looking for jobs in the book trade, including help with interview costs, affordable housing and accommodation.

[Find out more](#)

What we offer

As a progressive and ethical not-for-profit organisation, we offer a range of benefits to support your physical, mental and financial wellbeing. We're a London Living. Wage and Disability Confident – Committed. Benefits include:

- Competitive salary
- Cycle to work scheme
- Death in service benefit
- Employee assistance programme
- Flexible hybrid working practices
- Family-friendly, disability-confident inclusive culture

- Generous annual leave, including bank holidays
- Group pension plan
- Interest-free annual travel card loan
- Office closure over Christmas*
- Private healthcare

* The SoA gifts one additional day of leave over the Christmas break, with the remainder of leave taken from employees' leave allowance if they choose not to work over the Christmas break.

As an employer, we nurture a working environment in which staff can grow and develop. We recognise the value of flexibility in the way we work with a positive culture of hybrid working practices. We welcome questions and conversations at interview stage about how flexible working could work for you.

Diversity, equity and inclusion are at the core of our values, and we work to tackle structural discrimination and prejudice. Part of this commitment means that we are looking to increase diversity in our organisation at all levels. We strongly encourage applications from a broad range of social, cultural, educational and underrepresented backgrounds.

Apply

To apply, please send your CV, and a personal statement which demonstrates how your skills and experience will meet our requirements (max. 2 x A4 pages) to recruitment@societyofauthors.org.

Please also complete our Equality Monitoring Form which can be accessed via: <https://forms.office.com/e/k1dUbJbBwK?origin=lprLink>

If any part of the application process is not accessible to you, please let us know.

Closing date for applications: Monday 12th August 2024 at 9am.

Privacy Policy

By sending your CV in response to this advert, you are giving us consent to contact you to discuss your application as per our Privacy Policy.

We endeavour to respond to all applications but if you do not hear from us within seven working days, please assume your application has been unsuccessful and your records will be deleted from our system. Read our [Privacy Policy](#).