

Role: Senior Membership Coordinator (maternity cover)

Responsible to: CEO

Full time 09.00-17.00 hrs Monday to Friday

Grade: Senior

Office: 5 days a week, WFH 2 days a week rota dependent

About The Textile Institute

The Textile Institute is the professional body for people and organisations working in the textile, clothing and footwear associated industries worldwide. For more than 114 years, the Institute has been bringing together professionals from all over the world for the exchange of ideas, and a social community promoting friendship among members. It is an international organisation governed by a Council representing members globally.

The Textile Institute is run democratically by and for its members all over the world by, the Trustees of the Institute, and representatives from Sections, Special Interest Groups, and internal Standing Committees.

As a registered Charity with a Royal Charter the role of the Institute is to advance the general interests of the textile industry worldwide, more particularly in relation to the acquisition and application of knowledge for the benefit of mankind.

The role will be based at the Institutes international headquarters (TIHQ) in the city centre of Manchester.

Person Specification:

Qualifications

	The successful candidate should have:	Essential/ Desirable
1	Business administration, communications and marketing degree or similar discipline and / or proven experience in a similar role/organisation	Essential
2	Good standard of general education, normally to include English and Math is to GCSE level (or equivalent) Grade C and above	Essential
3	Proven experience in membership coordination, customer service or a similar role	Desirable

Background & Experience

	The successful candidate should have:	Essential/ Desirable
4	Proven experience in managing and nurturing customer relationships, including handling inquiries, resolving issues, enhancing their overall experience, and ensuring customer satisfaction	Essential
5	Experience of managing renewal payments, processing payments, and maintaining accurate records	Essential
6	Experience of meetings administration and taking minutes	Essential
7	Experience of writing copy for various media and marketing collateral	Essential

8	Proven digital experience and knowledge including web, socials, and email	Essential
9	Dealing with internal and external clients, at all levels, and from around the world. Strong communication and interpersonal skills	Desirable
10	Experience of working for or with a charity, professional body, education, or publishing background	Desirable

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable
11	Microsoft Word, PowerPoint (and similar), Excel spreadsheets and working with databases	Essential
12	Word Press, social media, and email marketing systems	Essential

Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable
13	Strong capacity to provide senior-level administration and coordinating a busy department	Essential
14	Ability to develop comprehensive marketing plans that align with organisational goals	Essential
15	Ability to use initiative and make effective decisions	Essential
16	Excellent level of accuracy and attention to detail, a commitment to delivering high-quality work and the ability to work to tight timeframes	Essential
17	Outstanding commitment to member and customer service	Essential
18	Capable of working in a fast-paced and demanding environment	Essential
19	Outstanding communication, relationship building and networking skills	Essential
20	Reliability, conscientiousness, and the ability to maintain confidentiality	Essential