

At Twins Trust our mission is to:

- Provide twins, triplets or more – and their families – with the information needed to make informed decisions.
- Facilitate a network of community support.
- Ensure that our community's unique needs are understood by the professionals who care for them and reflected in research, care standards and public policy.

Membership Manager

This is an exciting opportunity to join an ambitious and talented team in maximising income from a committed membership base with lots of potential.

With a healthy existing membership base, this role will support the Head of Development in evaluating and enhancing our membership offer to secure sustainable income for Twins Trust. You will be supported by a Membership Officer.

Contract: Permanent

Hours: Four days per week (30 hours) (negotiable for the right candidate)

Flexibility: We are a flexible employer and most of our staff are juggling things (including caring for multiples!). We are great at making jobs work around life.

Salary: £35k - £37k pro rata

Reports to: Head of Development

Work location: Hybrid/remote. Office space in London Bridge and Woking, although entirely remote option is fine.

How to apply: Please send a CV and covering letter (no more than two pages) to recruitment@twinstrust.org

Closing date: 28 July 2024

Interview dates: First-round interviews will be virtual and take place in late July / early August.

Purpose of the role

- Accountable for Twins Trust's annual membership income, delivering a high-quality membership journey through all phases of membership
- Advise on member-focused strategies, plans and measurement that improve member recruitment and retention
- Line manage one Membership Officer, guiding them to provide excellent customer service to Twins Trust's members, process all membership income and update membership information on the database, Microsoft Dynamics
- Support the Head of Development and team in ensuring that membership processes – including processing income - are efficient, effective and implemented consistently
- Draw intelligence from our membership database, analysing data and providing reports to inform decision-making about our membership offer
- Collaborate with fundraising colleagues to maximise fundraising opportunities reaching our membership pool

Ideal candidate

The ideal candidate will have experience in delivering a membership programme as well as managing the operational aspects of membership processing (database, compliance with codes of practice, data protection and BACS regulations), have excellent attention to detail, the ability to think creatively and analytically, excellent digital skills and IT skills, and a can-do attitude.

Person specification

Essential

- Experience of delivering and marketing membership schemes
- Experience working in a CRM and analysing data to inform decision-making, Microsoft Dynamics experience a plus.
- Excellent communications skills and attention to detail
- Knowledge of GDPR compliance and data protection
- A creative and analytical approach to problem solving
- Customer-focused in product development and promotional activities
- Able to collaborate with a team of various disciplines or work independently as required
- Strong IT skills, including SharePoint and advanced Excel.
- Enthusiasm for the issues we work on.

Desirable

- Working understanding of admin processes relating to membership
- Experience working with online payment/donation platforms, extracting and manipulating data.
- Experience of creating a strategy around membership schemes
- Line management experience

Employee Benefits

- We encourage work life balance
- 36 days paid annual leave (including bank holidays), pro-rata for part-time
- Flexible working options (with the opportunity to work exclusively remotely and find a smart working pattern that suits both you and us)

- Bespoke personal development plans with a wide range of training courses and opportunities to source additional training options with your line manager
- Various opportunities to feedback into how we internally operate

Caring for you

- Enhanced maternity/paternity leave
- Free access to a confidential 24/7 helpline service with a specialist range of support and information
- Family friendly benefits including paid leave: in the event of miscarriage/still birth; to support IVF/fertility treatments; and antenatal appointments for both expecting mother and other parent.

Twins Trust operates an equal opportunity policy and commits to treating all of our candidates and jobseekers fairly. We welcome and encourage applications from everyone regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.