

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 Officer

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

With a healthy existing membership base, this role will support the Membership Manager and Head of Development in ensuring that membership administration runs smoothly from the perspective of both external and internal stakeholders.

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: £24k - £27k pro rata

Reports to: Membership Manager

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@twintrust.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

- To provide excellent customer services as the main point of contact for Twins Trust's members, dealing with enquiries from new and existing members and updating membership records on the CRM database.
- Process direct debit payments (twice per month) generate and distribute relevant communication to members, and maintain accurate records relating to income on the database, Microsoft Dynamics
- Work with the Finance team to reconcile income and process Gift Aid payments
- Support the Membership Manager in ensuring that membership processes – including processing income - are efficient, effective and implemented consistently
- Support the Membership Manager with the implementation of recruitment and retention campaigns

- Support the Membership Manager and Head of Development in providing reports and updates to help develop a compelling membership offer (including exclusive discounts) which delivers sustainable income

Ideal candidate

The ideal candidate will have experience in 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 administering individual giving, direct marketing or membership schemes.
- Experience working in a CRM, Microsoft Dynamics experience a plus.
- Excellent attention to detail.
- Excellent communications skills.
- A creative and analytical approach to problem solving.
- Enthusiasm for the issues we work on.

Desirable

- Experience working with online payment/donation platforms, extracting and manipulating data.
- An understanding of GDPR Compliance
- Strong communication skills, both written and verbal.
- Strong IT skills, including SharePoint and advanced Excel.

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.