

## Job description: CharityComms Part-Time Membership Assistant

### About the role

We're looking to recruit a highly organised, proactive, and enthusiastic membership assistant to join the busy CharityComms team and help us ensure an efficient membership experience.

You'll be working alongside our head of membership, and events and membership assistant doing a mix of admin, welcoming new members and helping to look after our membership products and services.

We work very much as a team and during the two days you're not working with us, the rest of the membership team take over your duties. We share tasks on Trello (an online, list-making application) and are very flexible in moving things around to suit all our workloads.

- **Hours per week:** Part-time. 21 hours over 3 days, (FTE 35 hours/week)
- **Location:** Working from home remotely
- **Reporting to:** Head of membership
- **Salary:** £25,000 pro rata (£15,000 for 3 days/week)
- **Annual leave:** 15 days per annum + bank holidays (that is 25 Days FTE)
- **Duration of contract:** Permanent

### About CharityComms

CharityComms is a thriving membership network of communications professionals working in UK charities. Our amazing community is made up of 750 charities, adding up to almost 10,000 people.

We work with our members and the wider communications community to raise the standard of charity communications, to enable them to deliver their world-changing missions more effectively.

From our range of [services](#) and [events](#) to our best practice guides, [reports](#), support for [professional development](#) and web and [social media](#) content, we represent, support, inspire, connect and inform our members and the wider charity communications community.

Our team of 12 works closely together and in 2021 we won team of the year at the memcom awards.

### Role objective

One of the main functions of the role of membership assistant is to help make sure that member details are kept up to date in our database, and to help process membership renewals and new memberships, sending out invoices and information to new members.

You will also help to welcome new members and monitor and process membership services including our [jobs board](#), [AskCharity](#) and online [directories](#).

## Key tasks and responsibilities

### Membership administration and services support

- First point of contact for any queries regarding membership, providing support for current and prospective members.
- Maintaining membership records in our database (Salesforce):
- Helping to on-board new members, assisting with membership sign-ups and renewals and working on our #MembershipMonday social campaign.
- Maintaining our online jobs section.
- Maintaining our online directories.
- AskCharity administration including checking emails and responding to enquiries.

### Person specification

Skills and experience	Essential	Desirable
Methodical / logistical approach	Yes	
The ability to prioritise	Yes	
To be highly organised, conscientious, efficient and pay attention to detail	Yes	
Excellent interpersonal skills including a confident, polite manner and good customer service skills	Yes	
Experience of a membership organisation		Yes
Experience in the voluntary sector		Yes
Administration experience (within a membership organisation is a bonus)	Yes	
Customer service experience	Yes	
Highly IT literate	Yes	
Good writing and editing skills	Yes	
Experience of using databases (Salesforce is a bonus)	Yes	

### Diversity and Inclusion

At CharityComms, we're committed to creating an inclusive culture, internally and in the wider charity sector, where everyone can be themselves and reach their full potential. We value lived and learned experiences of social issues, justice and change. We actively encourage applications from people of all backgrounds and cultures and we will do our best to support you to upskill because we want to recruit, retain and develop the best talent available.

## How to apply

To apply please send a CV and covering letter (no more than two pages) outlining how you meet the person specification to: Sarah Clarke, head of membership at CharityComms, [sarah.clarke@charitycomms.org.uk](mailto:sarah.clarke@charitycomms.org.uk). No agencies, please.

Applications close at 12pm, Friday 27 May 2022.  
Interviews (to be held online): w/c Monday 6 June 2022.

Our friendly interview panel will be made up of our head of membership, head of events and head of digital content. These are some of the types of questions we will be asking during the interview:

- What makes you a good fit for the role?
- Tell us about a time when you had to prioritise a big workload. How did you approach it? What methods did you use to organise your workload?
- What is your previous experience of working remotely? Particularly with communicating and making sure you are working most effectively with your teammates.

## Additional info

Office location: Canopi, 7-14 Great Dover Street, London, SE1 4YR. All staff are currently working remotely from home, but there is the option to go into the office to work and meet other members of the team if that is preferred.

- Annual leave: 25 days holiday pro-rata, plus statutory bank holidays.
- Yearly personal development budget.
- Generous pension contributions and annual bonus.
- Opportunity to attend CharityComms events and workshops.
- Flexible working is offered where needed.
- We are a small, friendly team.

[www.charitycomms.org.uk](http://www.charitycomms.org.uk)