

Membership Services Officer

Employer: Chartered Institute of Fundraising

Salary: £21,600 per annum

Location: Working from home (UK) with occasional attendance at events or meetings across the UK including attending meetings in London.

Closing Date: 31 October 2024 (we reserve the right to close the post early)

Hours: Full Time (35 hours per week. Requirement to work outside of regular office hours occasionally, as required, with time off in lieu. We are happy to talk flexible working)

Contract Type: Permanent

Line Manager: Membership Services Manager

Sector: Professional & Commercial

Seniority: Junior

The Organisation

The Chartered Institute of Fundraising is the membership organisation for professional fundraisers in the UK.

Our values underpin all areas of our work and guide us in all we do:

- **Passionate:** taking pride in what we do and driven by success.
- **Professional:** championing and achieving high standards and governed by professional integrity.
- **Enabling:** helping others and empowered to take ownership, find solutions, make decisions and collaborate.
- **Enterprising:** open to new solutions and committed to delivering where we already excel.
- **Respectful:** honest and fair, treating everyone with consideration and respect.

The Benefits

- Salary of £21,600 per annum
- Annual leave starting at 25 days per year, plus 9 Bank Holidays. We also close between Christmas and New Year which is additional time off
- Up to 7.5% employer contributions to our stakeholder pension scheme (after probation ends)
- Enhanced sick pay from day one
- Great work/life balance through flexible and remote-first working
- Support for your health and wellbeing with an Employee Assistance Programme
- Two days of paid leave annually to volunteer for a registered charity

About the role

As a member of the Membership Services Hub, you will be one of several single points of contact for members and customers contacting us, providing excellent customer service to all.

You will be part of a team responsible for training and event bookings; managing membership queries (including new members and renewals); signposting policy and compliance queries; and providing event and webinar support (including managing zoom accounts and bookings). You will also respond to our members' and customers' membership or booking queries.

As a Hub member, you'll regularly receive updates on our priorities and key messages and will collaborate with the Membership & Operations Directorate to ensure consistency in scripts and Q&As for engaging with those contacting us.

The team also shares issues raised with the appropriate department so they can be quickly and effectively addressed. Training will be provided, and quality control standards will be agreed and regularly monitored and evaluated.

Typical Role Activity:

- Responsible for safely and promptly ensuring accurate outcomes for members while adhering to our policies and procedures.
- Serve as the initial point of contact for member and customer enquiries, ensuring alignment with targets and service levels.
- Respond to complex enquiries and complaints with a can-do approach displaying excellent customer care.
- Adhere to policies and procedures to ensure an excellent member journey, and contribute to improvements whenever you identify them.
- Respond to all written contact in accordance with brand guidelines and agreed templates.
- Accurately input relevant data (notes, actions, agreed plans with members and customers) into the CRM.
- Provide support for events and webinars across the organisation, demonstrating good technical understanding of IT tools used.
- Support the Finance team with queries or outstanding debt.
- Send refund and credit note requests for manager approval.
- Maintain confidentiality and adhere to data protection rules regarding business-sensitive and personal information acquired through work.
- Proactively build strong relationships with internal and external contacts to provide a high level of support for teams in the Membership & Operations department and across the organisation.
- Liaise with the Membership Services Manager and colleagues to prioritise tasks.
- Work closely with other members of the Membership Service Hub to reach the best possible outcomes for members.
- Guided by the broad direction of the Membership Services Manager, you will have the autonomy and responsibility to provide transactional, first point of contact resolution to customer queries across all engagement channels.
- Attend team meetings and ensure action points are noted, monitored, and reported on.
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation.

About You

To be considered for this role, you will need:

- To be confident and professional in all interactions with members.
- To maintain a positive attitude towards change, enabling you and your colleagues to act swiftly while taking ownership and accountability for your actions.
- To be willing to build good working relationships throughout the Chartered Institute of Fundraising.
- The capability to integrate all training and learning into daily activities.
- To use empathy to understand member and customer queries, asking the right questions to determine the most appropriate solution or resolution.
- To develop knowledge and skills in Membership Services Hub practices and procedures by asking questions and verifying your current understanding to complete assigned work
- To be an effective communicator with excellent written, face-to-face, and telephone skills.
- Demonstrable understanding and experience in maintaining confidentiality and handling sensitive information.
- To be able to demonstrate successful customer interaction skills and effective engagement with a wide range of stakeholders.
- Good planning and self-organisational skills, including a proven ability to prioritise, take initiative, and manage competing demands.
- Attention to detail, patience, and perseverance, to achieve a wide range of tasks and objectives.
- To be focused on delivering great member outcomes with the ability to handle multiple points of contact.
- An interest in working in a support role to help others by solving routine problems and providing practical information and support in a member-focused way.
- Advanced knowledge of Microsoft Office 365 suite and remote working tools (Zoom, Teams, etc.).
- To be able to implement new procedures as directed while actively participating in reviewing Hub and personal working practices to suggest solutions and improvements as necessary.
- To develop your own capability through continuous personal and professional development, to improve your performance in the role and ensure all core and mandatory training is completed and kept up to date.

If you would like to discuss access requirements or have any questions about the role please contact us directly.

The Chartered Institute is proud to be an equal opportunity employer committed to a diverse and inclusive workplace where we can all be ourselves and succeed on merit. We particularly welcome applications from those who are significantly underrepresented in our sector, such as disabled people and individuals from Black, Asian and Minority Ethnic communities.

How to apply

Please apply using our application form and send this to hr@ciof.org.uk. This will be redacted for anonymity and the interview panel will not see any identifying information.

Your application **will not be considered** if you submit a CV and supporting statement.



All candidates are also requested to complete our EDI monitoring form and return it along with the application. The form will be used for monitoring purposes only.

Any queries should be addressed to hr@ciof.org.uk

Closing date for applications is **31 October 2024** although we reserve the right to close the position early.

Please note that the interviews will take place via Microsoft Teams/Zoom.