

MEMBERSHIP SERVICES COORDINATOR: JOB DESCRIPTION

Post	Membership Services Coordinator
Term	Permanent
Salary	Salary scale 10-13 starting at £22,960 and progressing to £27,864 pro rata plus 6% pension contribution (pay award pending)
Hours	37 hours per week by arrangement. Part time or flexible hours could be considered.
Role	The Membership Services Coordinator (MSC) will support the administration of applications for individual membership, and the annual cycle of Registered Organisation inspections. The MSC will also assist colleagues with delivering Cifa initiatives in line with our strategic plan and business plan through meetings and communications.
Responsible to	Membership Manager
Place of work	Working from home with occasional travel to the Cifa office and to attend meetings.

Main duties and responsibilities

- support the processing and assessment of applications for individual accreditation, including advising and assisting applicants for membership, encouraging applications, and maintaining accurate records in accordance with GDPR requirements
- administer and support the annual cycle of Registered Organisation inspections, including arranging panels and meetings, and responding to enquiries
- assist with the promotion of Cifa accreditation by giving presentations to students and potential/current members
- advise and assist members with CPD requirements
- assist with the proactive communication and promotion of Cifa activities, including writing and collating articles for Cifa publications, sending news bulletins, updating the website, giving presentations etc
- provide administrative and other relevant support to Advisory Council and committees as required, including taking minutes and updating records.
- carry out such other duties as may be required

MEMBERSHIP AND SERVICES COORDINATOR: PERSON SPECIFICATION

Essential	Preferred
<i>Education, knowledge and skills</i>	

educated to degree level or an equivalent level of competence gained in the workplace	an understanding of Cifa
good communication and presentation skills and experience of writing articles and giving presentations	an understanding of the role of professional institutes
administrative skills and experience	an interest in the historic environment sector
analytical skills and attention to detail	proven ability to manage databases and manipulate data
IT experience, especially MS Office and regular use of databases	An awareness of GDPR
confident with the use of social media and websites	
<i>Behaviours</i>	
personal commitment to CPD and the maintenance of professional standards and behaviour	demonstrated competence in working within a dispersed team
ability to work effectively on your own and as part of a team	attended specific training courses to develop skills and expertise relevant to the post
a tactful and diplomatic working manner	
able to represent the organisation externally	
demonstrated time, project delivery skills and managing a range of diverse tasks and demands	

Training will be provided