

## **MEMBERSHIP SERVICES ADMINISTRATOR**

### **The Political Studies Association**

The Political Studies Association (PSA) exists to develop and promote the study and public understanding of politics. Founded in 1950, we are the leading Association in our field in the United Kingdom, with an international membership including academics in political science and current affairs, theorists and practitioners, policymakers, researchers and students in higher education and schools.

### **Job purpose**

To support all prospective and current members to join, renew and take up the full range of membership benefits so they enjoy a high-quality member experience.

### **Main responsibilities**

#### **1. To act as principal contact for all membership services:**

- To act as principle membership administrator: demonstrating exemplary customer service skills in handling membership registrations, renewals, payments, and general membership inquiries. This will include managing online and phone communications with members within 48 hours of receipt, updating and managing the membership database, producing membership reports, troubleshooting the online joining process for both new members as well as the renewals process, and working with the PSA Administrator, Communications Officer and Development Officers as required.
- To understand the member journey across all of our membership categories and ensure a smooth and consistent process is achieved, especially through the website and automated communications via CiviCRM (our chosen customer relationship management system). This includes working with the Communications Officer and web developer team when necessary to improve the CRM system.
- To consider and advise on different membership and subscription models – reflecting best practice across the sector and beyond with a view to devising and meeting agreed membership targets.
- To work closely with the PSA Finance Officer to ensure all processes for receiving membership subscriptions are as effective and user friendly as possible, including online payment, credit card payments and Direct Debits.
- To work directly with the PSA Secretary (a trustee role) and CEO to implement any membership changes decided by the charity's Executive Committee.

#### **2. To contribute to and support member communications, campaigns and content**

- To work closely with the PSA Communication Officer on membership communications, member packs, publications and the PSA's website to ensure the best membership experience possible and so that members understand and receive the full array of benefits.
- To work with our publishers in ensuring that all members receive the publications including journals to which they are entitled by managing and providing data and handling related member queries.
- To support the line manager in the delivery of member surveys and use their feedback to improve member offerings



- To collate all relevant announcements for the membership e-newsletter, which is edited and sent out once a month to all members by the PSA Communications Officer
  - To work closely the CEO, PSA Communications Officer, trustees and others to devise and run membership campaigns i.e. targeted retention and recruitment campaigns, and to gather feedback from those who leave.
  - To, on occasion, contribute articles to our quarterly membership magazine *PSA News*
  - To, on occasion, update the PSA website as advised by the CEO or PSA Communications Officer.
- 3. To provide administrative and other support on member events and conferences**
- To support, on occasion, the Events and Marketing Manager and other colleagues in organising and executing the PSA’s Annual International Conference and other member-orientated events throughout the year. This may include handling invitations, responses, catering and logistics and on occasion providing ‘hands on’ help at the event venue – making full use of these opportunities to engage our membership in person.
- 4. Other duties and responsibilities:**
- These duties are subject to change from time to time as determined by business priorities and communicated by the CEO.
  - On occasion supporting colleagues in work areas outside of this job description
  - Compliance with PSA policy including absence, appraisal, health & safety as well as the GDPR.

**Person specification**

<b>Skills, Capabilities &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	Highly organised with meticulous attention to detail and ability to juggle priorities	Previous experience of planning and executing projects and services in a supporting role
	Digital competency including the use of customer relationship management systems (CRMs) and content management systems (CMS) for websites	Experience of using CiviCRM and Drupal websites
	Ability to communicate clearly and concisely in written and verbal communications	
	Competent at planning and executing mass, automated e-mail communications, such as informing renewal by direct debit	
	Excellent interpersonal and relationship building skills.	
<b>Capabilities &amp; attitudes</b>	Enjoys and is confident in dealing with members face to face, over the phone and via email	An interest in politics and/or education.
	Ability to understand member needs, map customer journeys and ensure the systems in place support members at each stage	
	Friendly and approachable team player	
	Committed to developing own skills and capabilities	Membership of a relevant professional body or taking an active programme of CPD



Skills, Capabilities & Experience	Essential	Desirable
<b>Experience</b>	Substantial track record of providing excellent membership or customer services	Working in membership services in a similar learned society or professional membership body
	Financial processing of member or customer transactions including Direct Debits	Some experience of managing budgets and understanding financial data
	Experience of dealing with a range of people in a friendly but professional and helpful manner.	

**Structure:** there are seven members of staff currently, all reporting to the CEO. This post is based in our Head Office in Camden.

**Additional information:** the role is full time and there is some requirement to work outside normal office hours to attend various PSA events. In addition, occasional travel would be expected within the UK.

### Terms of Employment

1. This contract will initially run for one year and will be reviewed in October 2020.
2. The starting salary will be £25,000 per annum.
2. 37.5 hour working week (normally 9:30 – 5:30 including 30-minute unpaid lunch break); willingness to work occasional evenings and weekends with no overtime payments but the flexibility to claim time off in lieu.
3. Pro-rata 25 days' annual holiday allowance plus bank holidays.
4. Employer contribution to pension (6% for employee contribution of 3% of salary, 10% for employee contribution of 5% of salary).

### How to apply

Please send a CV (no more than three sides of A4) and a succinct covering letter explaining why you are suited to the role by **10 am on 20<sup>th</sup> September 2019** to [info@psa.ac.uk](mailto:info@psa.ac.uk).

Interviews will be held on **26<sup>th</sup> September 2019**. If you have not heard from us by then please assume that you have been unsuccessful

Please also complete a PSA equal opportunities monitoring form – this can be accessed from the PSA website at <https://www.psa.ac.uk/sites/default/files/PSA-equal-opportunities-monitoring-form-%20July%202017.docx>.

*Thank you for your interest in the Political Studies Association*