

JOB DESCRIPTION

Job title:	Membership Experience Executive
Job Grade:	
Directorate	Engagement Directorate
Reporting to	Membership Manager
Direct reports	n/a.
Location	London/ Hybrid working with approx. 2-3 days in the office
Contract type/duration	Permanent

Purpose of Job

This role is responsible for delivering a consistently high standard of customer service to members, prospective members, and event attendees, ensuring a positive and seamless experience at every interaction. It supports membership acquisition, engagement and retention initiatives, contributing to the growth of our membership through proactive outreach and exceptional service delivery. The role also champions community-building across both digital and in-person channels, fostering meaningful connections between members and with the organisation.

Principal Accountabilities

Membership Acquisition and Retention

- Act as a first point of contact for all membership enquiries from members and non-members
- Contribute to campaigns to enhance member engagement, retention, and insight gathering, and support acquisition marketing initiatives
- Maintain accurate member records, ensuring compliance with data protection legislation and best practice.
- Process payments across multiple channels in compliance with legal and organisational standards

Events

- Serve as a key liaison for membership-related queries at events, providing on-site support and promoting benefits of membership to attendees.
- Work closely with the Education and Commercial Services teams to maximise member value from events and to promote community participation.
- Help gather and analyse event feedback to support improvements in future engagement efforts

Digital platforms

- Assist members with profile set up, login, access and navigation queries
- Carry out routine data cleansing and validation tasks as set by the Membership Experience Lead
- Maintain documentation of standard operating procedures

- Flag recurring technical issues or member feedback trends

Main Contacts

Internal

- Line manager
- Colleagues in the team and within Directorate
- Colleagues in other teams, in particular Educations, Commercial Services and Library

External

- Members and prospective members
- External suppliers

Knowledge and Experience

Experience:

- Experience in a high-volume customer service environment
- Working in a membership organisation
- Managing payments and related records, including finance reconciliation
- Confident in dealing with a variety of stakeholders and providing professional, timely feedback

Essential Skills:

- Knowledge of CRM systems and data management best practices
- Excellent written and verbal communication skills
- Confident use of Microsoft Office, especially Word, Excel, and PowerPoint
- Strong interpersonal and organisational skills
- Proactive and solution-oriented, with the ability to manage priorities and deadlines
- Flexible and reliable, with willingness to work occasional evenings/weekends for events

Desirable Skills:

- Experience working in an environment with volunteer engagement
- Experience managing or supporting online communities or networks
- Familiarity with content creation and community moderation best practices

The above list is not exhaustive and the post-holder will be expected to undertake any other duties as reasonably required to support our operational needs.