

## **UK Kidney Association Job description**

<b>Job Title:</b>	UKKA Membership Officer
<b>Department/section:</b>	UKKA Business Operations
<b>Reports to:</b>	UKKA Communications and Marketing Officer
<b>Hours:</b>	22.5 hours per week

### **General information**

Improving lives by supporting professionals in the delivery of kidney care and research, the UK Kidney Association is the leading professional body for the UK renal community. We welcome members working in clinical renal care, treating and caring for people with kidney disease, and those working in research, or related sciences and fields.

### **Job Purpose**

To lead the membership function, implementing plans and processes that deliver an outstanding membership experience, increase retention of current members and attract new members. Management of membership database and all relevant processes.

### **Main Duties**

#### **Membership**

1. Deal with membership enquiries and servicing our members.
2. Review membership activity and your own performance against the forecasted objectives and targets.
3. Ensure that the member is at the heart of all activities undertaken by championing the member in all new strategic developments.
4. Responsible for all membership processes, including renewals, managing communication processes, mechanisms to retain members, contacting lapsed members.
5. To develop and maintain effective membership processes for the administration of the membership renewal process, collect subscriptions, send reminders, and record data regarding non-payees and inactive members.
6. Reporting to the UKKA Business Manager on membership data and ensure members' feedback, trends and statistics are captured in a way that informs strategic, operational, and financial planning.
7. Work with external bodies and review public information to scope new members.
8. Produce quarterly reports for the Finance and Risk Committee demonstrating this data.
9. Work with the IG Officer to ensure membership information is stored and transferred in conformance with data protection legislation and principles.
10. Working with the Finance Assistant and UKKA Administrator ensure the finance reconciliation process is smooth, timely and accurately recorded.

**Marketing**

11. Working with the Communications and Marketing Officer to collate content for the eNews, website and social media channels.
12. Keep our members informed of latest news and membership benefits, promptly supporting members with queries and listening to and reporting on member feedback.
13. Work with external organisations to secure new benefits for our members.
14. Assist member interaction with the website and regularly review the website to ensure it's accurate and up to date.
15. Work with Communications and Marketing Officer to provide ongoing support with website developers to improve the existing membership CRM system and website interface.
16. Ensure databases are up to date including Mailchimp, and the membership database is well maintained.

**Behaviours and attitude**

17. Demonstrate an excellent customer service approach to the performance of all duties.
18. Demonstrate a proactive and assertive attitude and approach to the performance of all duties.
19. Maintain a high level of professionalism at all times and in all communication with internal and external stakeholders.
20. Provide a good experience for members, developing and maintaining relationships with members over telephone and email.

**Admin and events**

21. When required, provide cover for administrative colleagues, to ensure effective and uninterrupted administrative support to all areas within the organisation.
22. Meet regularly with administrative colleagues to ensure workload planning and effective cross-cover arrangements are achieved.

**The post holder is expected to undertake any other duties commensurate with the grade.**

## Person specification

Qualifications	Essential/Desirable
Degree (level 7-8) qualification (or equivalent level of knowledge gained through experience)	D
A level or equivalent level of qualification, or demonstrable equivalent level of knowledge and experience	E

Experience/skills/knowledge	Essential/Desirable
Ability to remain calm under pressure and adapt to changing operational needs in a rapidly changing environment	E
Experience of using a CRM system	E
Experience of using and good working knowledge of Office 365 and as a minimum intermediate Excel level.	E
Experience of working in a professional membership organisation	E
Experience using MailChimp, Hootsuite and website CMS	E
High level of customer service and clear communication	E
Demonstrable effective planning, administrative and organisational skills, with excellent attention to detail	E
Experience of effectively juggling multiple deadlines, responding to requests at tight deadlines, and prioritising and planning workload on a daily basis	E
Team worker, including diplomacy and proven success working with different types of people	E
Proven to be self-sufficient and disciplined, able to use initiative to take on actions in own areas of responsibility	E
High level of interpersonal skills with proven ability to communicate with and manage a wide range of stakeholders at all levels in a positive, enthusiastic and professional way	E
Demonstrable experience of building successful professional relationships	E
Demonstrates a commitment to delivering high quality work and, with appropriate support, developing self and role.	E
Experience in developing and delivering solid membership engagement programmes	D
Experience of minute taking	D
Knowledge and understanding of recruitment and retention strategies for membership	D
Ability to engage effectively with a range of audiences	D
Understanding/experience of working within a charitable organisation, Healthcare industry or academic institution	D
Other knowledge	Essential/Desirable
Data protection legislation and information governance	E
An understanding of kidney care and the kidney disease pathway	D

## **Other Relevant Information**

### **Travel requirements**

Some UK travel may be required together with overnight stays.

### **Equality & Diversity Aims**

As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

### **Risk Management**

Staff at all levels have a responsibility for ensuring that risks are managed, as an employee you will be expected to maintain a high level of awareness and assist in the process of reporting incidents, assessing risks and reporting unsafe occurrences and to co-operate with any investigations undertaken.

### **Health and Safety**

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. As an employee you are required to report all accidents to the General Manager.

### **Information Security and Confidentiality**

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 2018 unless explicit written consent has been given by the person identified, or where information sharing protocols allows it.

### **General Information**

This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder.

Approved by:

Date:

Accepted by:

Date: