

<b>Job title:</b>	<b>Membership Executive</b>
<b>Reports to:</b>	<b>Membership Manager</b>
<b>Working hours and location:</b>	35 hours per week (full time). Remote working and flexible working arrangements can be discussed. Headquarters in Bristol, UK with a second base in Brussels, Belgium.
<b>Overall purpose of the role:</b>	
<ul style="list-style-type: none"> <li>• Support on all aspects of ESE’s membership programme.</li> <li>• Ensure that all activities under the Membership Executive’s remit are delivered to an excellent standard, and in line with ESE’s strategy.</li> </ul>	
<b>Date:</b>	22 August 2023

<b>Key responsibilities</b>
<p><b>Strategic:</b></p> <ul style="list-style-type: none"> <li>• Be the first point of contact for all in-bound member enquiries.</li> <li>• Cultivate strong relationships with members and help support them most effectively via targeted communications.</li> <li>• Assist with developing and implementing retention and recruitment strategies for members, including establishing plans and targets.</li> <li>• Analyse, and support the identification and development of plans to optimise member journeys.</li> </ul>
<p><b>Operational:</b></p> <ul style="list-style-type: none"> <li>• Deal with enquiries from current/prospective members in a professional, timely manner, with clear service targets (as agreed with Membership Manager).</li> <li>• Respond to daily queries, ensuring appropriate support is provided.</li> <li>• Support renewals processes and other transactions.</li> <li>• Provide the onboarding process for new and reinstated members.</li> <li>• Support the management of member data and effective use of the CRM.</li> <li>• Provide insights from member engagement and data to enable informed analysis and service improvement.</li> <li>• Work with the Marketing and Membership teams (and wider team) to develop activities and marketing campaigns to improve membership value, retention and new applications.</li> <li>• Assist in the management of ESE’s membership programmes.</li> <li>• Assist with the management and processing of applications for ESE grants.</li> <li>• Ensure the ESE website, journals, meetings and other activities are kept up to date with membership information.</li> <li>• Be part of the staff on the ESE stand at ESE lead and external events as appropriate.</li> </ul>
<p><b>Financial:</b></p> <ul style="list-style-type: none"> <li>• Ensure that membership transactions are recorded, processed, monitored and reported on as directed.</li> </ul>

## Skills and experience

### EXPERIENCE

- Some relevant experience of working in a membership role and of the related administration and customer service tasks.
- A strong technical aptitude with experience in IT and CRMs.
- Experience with working with a Membership CRM is highly desirable. (ESE use CiviCRM)
- Experience of working in a learned society or membership organisation is desirable and in life sciences or global health is desirable.
- A methodical and disciplined approach to processes and systems-based tasks.

### PERSONAL

- Be highly organised and able to plan, prioritise and deliver all tasks.
- Have an understanding of financial processes and payments.
- Have excellent attention to detail.
- Have strong interpersonal and communications skills, written and verbal.
- Be customer-focused in the delivery of all services and support.
- Be able to collaborate with a team of various disciplines or work independently as required.
- Be enthusiastic, positive and proactive.
- Be a confident communicator who can articulate the value of ESE's membership offerings.
- Be a strong relationship builder.
- Be able to think ahead – anticipate and solve day-to-day problems before they arise.
- Be a good team player and be able to be resilient under pressure.

### Other relevant requirements

- Flexibility to work outside of office hours if needed.
- Travel is required as part of this role; willingness and ability to travel mainly, but not exclusively, in Europe, and occasional travel at weekends or bank holidays.