**Job title:** Membership Executive  
**Reports to:** Membership Manager  
**Working hours and location:** 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.

**Overall purpose of the role:**
- Support on all aspects of ESE’s membership programme.
- Ensure that all activities under the Membership Executive’s remit are delivered to an excellent standard, and in line with ESE’s strategy.

**Date:** 22 August 2023

**Key responsibilities**

**Strategic:**
- Be the first point of contact for all in-bound member enquiries.
- Cultivate strong relationships with members and help support them most effectively via targeted communications.
- Assist with developing and implementing retention and recruitment strategies for members, including establishing plans and targets.
- Analyse, and support the identification and development of plans to optimise member journeys.

**Operational:**
- Deal with enquiries from current/prospective members in a professional, timely manner, with clear service targets (as agreed with Membership Manager).
- Respond to daily queries, ensuring appropriate support is provided.
- Support renewals processes and other transactions.
- Provide the onboarding process for new and reinstated members.
- Support the management of member data and effective use of the CRM.
- Provide insights from member engagement and data to enable informed analysis and service improvement.
- Work with the Marketing and Membership teams (and wider team) to develop activities and marketing campaigns to improve membership value, retention and new applications.
- Assist in the management of ESE’s membership programmes.
- Assist with the management and processing of applications for ESE grants.
- Ensure the ESE website, journals, meetings and other activities are kept up to date with membership information.
- Be part of the staff on the ESE stand at ESE lead and external events as appropriate.

**Financial:**
- Ensure that membership transactions are recorded, processed, monitored and reported on as directed.
### 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.