MEMBERSHIP ADMINISTRATOR
Role & Responsibilities

The Membership Administrator is an appointed position and is a member of the Management Committee and is expected to attend the meetings of the Committee and participate in the decision-making process.

The Role

- Must hold an Enhanced DBS certificate.
- Detailed and meticulous approach to record keeping.
- Able to communicate how the membership system works.
- Understand and abide by the confidentiality requirements of access to member data.
- Working with the on-line membership system.   Accessing and responding to membership emails (webmail).

Specific Responsibilities

- Act within, and promote, the Rules and Policies of the Association, particularly (but not limited to) regarding:
  - Health & Safety, Privacy, Standard of Conduct, Safeguarding, Risk Management, Complaints and Delegation
- Confirming manual (cheque, cash, bank transfer, standing order) payment receipts in the system when confirmed by the Association Treasurer and district treasurers.
- Adding and approving new members when required, all whilst liaising with District Officers.   For members who apply online, pass the details to the relevant district's officers and when elections are confirmed by them, approving the membership application in the system.
- Answering direct queries from members, checking and updating members email addresses so they can access the system, linking members together who want to be administered as groups or by others, dealing with members who have no email.
- Adding officers to the list of approved users of the mailing lists when needed.
- Adding items to the 'on-line shop' (if/when implemented) on behalf of other officers and then support them with transactions.
- Making agreed changes to the membership system (including the member form, mailing lists and web pages).
- Keeping backups of the membership data in an approved place at a frequency requested by the Association Treasurer.
- Not keeping unnecessary personal copies of the data or distributing it except to approved users.
- Resolve member questions and system activities to be processed on at least a weekly frequency.   In the peak subscription payment period (January – March each year) there could be up to 1000 transactions, many of which could involve checking manual payment transactions and processing new members. Other peaks could be supporting the Essex Course and Annual Dinner.