

Head of Member Services Job Description

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| Job title | Head of Member Services |
| Reports to | Chief Executive Officer |
| Hours of work | 37 |
| Salary | £40k-£45k per annum (SCP 37-41) (subject to review) |
| Location | Mainly home working with occasional visits to the Head Office (Taunton, Somerset) and branches across England and Wales |

Job purpose

To direct the services we offer to our members. This will require the job holder to be continuously improving those services by ensuring our current offering is fit for purpose both in terms of purpose and quality, but also to be horizon watching in order to ensure they are one step ahead of emerging developments.

As a member of the executive team, the job holder will be both highly collaborative and prepared to challenge the status quo, including feeding into the organisation's strategy development and delivery.

Key Duties & Responsibilities

- Continuously review the services our members receive to ensure these remain attractive and competitive. This will include monitoring and evaluating those services and benefits with the membership community to ensure the services are not only fit for purpose today but also in directing how these need to change to meet future developments and demands.
- Deliver excellent customer service, using appropriate tools to monitor membership feedback, comments, and suggestions to ensure that SLCC is in touch with the needs of its members and continuously improves how it operates and what it offers.
- Develop and manage a process for member enquiries including ensuring that the information given to members and enquirers is consistent, robust, properly researched and up-to-date.
- Manage and be responsible for the annual membership budget. Monitor membership income and expenditure, contributing to our monthly review of the management accounts.
- Interrogate and analyse membership data to support recruitment/retention activities and improve campaign effectiveness.
- Provide accurate management information and statistics to the senior

management team and the Board of Directors.

- Design and keep under review the membership development strategy.
- Work with colleagues to provide relevant and timely content for the website, social media, marketing campaigns and external communication opportunities.
- Gather good practice case studies for marketing and communication purposes so that our existing members are always up to date but also in furthering our brand more widely.
- Manage and review regularly SLCC's Professional Development Scheme in the light of the evaluation reports.
- Manage SLCC's advisory service, including line management of the Senior and Specialist Advisors. Provide regular reports on the activity of the advisory to the Chief Executive and management team on a regular basis.
- Centrally manage and co-ordinate support for branches and branch officers.
- Undertake continuous professional development in identified areas.
- Take on additional responsibilities commensurate with the role as required as the role develops.

| Person specification | | |
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| | Essential | Desirable |
| <p>Experience</p> <ul style="list-style-type: none"> • Proven track record of customer service delivery and sustaining/developing business services • Demonstrable record of adding value to an organisation • Experience of using the latest evaluation tools • Budget management and of submitting management reports to senior teams • Developing services in other membership organisations • Experience of being a Clerk • Experience of being a branch officer • Demonstrable experience of translating creative ideas into valued delivery • People management – and bringing out the full potential in direct reports | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ | <ul style="list-style-type: none"> ✓ ✓ ✓ |
| <p>Skills</p> <ul style="list-style-type: none"> • Excellent verbal and written communications skills, stakeholder management including effective engagement, and the ability to liaise with and present confidently to stakeholders at all levels • A flexible approach with the ability to deliver work on own initiative and under pressure • Proven organisational skills and the ability to identify and manage workload priorities • Ability to analyse and evaluate data and produce reports that translate the data into information so as to establish clear findings • Project delivery skills and the ability to see a project through from concept to completion to time and budget | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ | |