

# Membership Operations Manager

This template should be used in conjunction with the [Job description guide](#) for further information and advice.

Job details	
Directorate:	<b>Membership and External Affairs</b>
Department:	Membership Experience
Team:	Membership Engagement and Services
Grade:	Specialist B
Reports to:	Head of Membership Engagement and Services
Line management responsibilities:	Yes
Location:	London

## Role overview

Owns the development and delivery of efficient and effective membership operational processes and ways of working supporting the delivery of a valued membership experience and member offer.

## Core duties of the role:

The post holder will:

- Manage the process for the review and development of end to end membership operational processes

- Manage the project to implement improved ways of working to ensure an effective and efficient member experience
- Manage the project to develop reports and dashboards to monitor and assess the performance of membership activities
- With colleagues across the business help develop the CRM/data strategy to enable streamlining of membership processes
- Define key membership data/information based on business requirements and, working with colleagues, implement processes and campaigns to monitor, improve and maintain the quality of them including capturing and updating data
- Responsible for the successful implementation of the member onboarding process and the annual subscription processes
- Manage the provision of timely, responsive and professional administrative, coordination, project management, information and research support required to plan and deliver section development plans, pricing, activities, and reporting
- Responsible for ensuring the membership team's processes are fully compliant with data protection laws
- Lead, motivate and manage the Membership Operations Exec
- Support the member engagement strategy by providing membership information, data and insights to inform the development of engagement materials, plans
- Responsible for ensuring appropriate and tailored membership materials reach the right audience at the right time
- Other operational, cross-organisation and project management duties as assigned from time to time

### Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Education: degree or equivalent demonstrable experience	Application Form
Good knowledge of data protection laws	Interview
Proven experience of assessing and documenting business requirements and improving ways of working and team outputs	Interview
Experience of leading successful operational planning and development in a membership (or similar) organisation	Interview

Significant demonstrable experience of delivering membership operations	Application form / Interview
Managed and influenced the development of membership or customer relationship management databases	Interview
Experience of managing projects through to successful completion	Application form
Ability to lead and manage change at all levels effectively	Interview
Excellent communication and interpersonal skills - able to gain the confidence of leaders and colleagues	Interview
Project management experience	Interview
Excellent research and analytical skills	Interview
Budget management experience	Application Form
Management and supervisory experience including staff development and appraisals	Application Form
Experience of improving and managing customer services	Application Form
CRM D365 knowledge	Application Form
Enjoys working with large sets of data	Application Form
Desirable: Commercial acumen	Interview
Desirable: Understanding/experience of digital transformation	Interview
Desirable: Knowledge of legal profession	Interview

Organisational chart

