

Job title:	Membership Manager (12 month fixed term contract)
Reports to:	Director of Communities and Inclusion
Purpose of job:	To oversee the implementation of a new BES fellows membership and lead the preparation for the implementation of a new membership structure

KEY RESPONSIBILITIES

- Support the British Ecological Society (BES)'s overall strategy through the delivery of the membership project
- Support the day to day work of the membership team in growing membership, reaching new audiences and increasing income generation.
- Work with the Director of Communities and Inclusion and across the directorate to monitor strategic performance indicators.
- Provide expertise to the Society in areas of membership and data management
- Support the Senior Leadership Team, attending meetings as required
- Work with the Chair and members of Membership Committee to ensure that the BES meets its strategic goals in membership acquisition, retention and engagement

Membership

- Oversee the work of the membership team in deepening member engagement with the Society, developing and monitoring measures of engagement
- Generate, project-manage and evaluate new membership retention and acquisition initiatives
- Oversee the collection of subscription fees and provide precise, reliable financial data for Membership Committee
- Work with Membership Committee to regularly review membership fees, benefits and structures. Produce annual membership plans and budgets
- Maintain overview of all membership marketing and member communications, working with the Communications and Marketing team. This includes marketing plans, welcome messages, renewal letters, email newsletters and social media
- Take ownership of the members' area of the website, working with the Communications and Marketing team to keep it up to date and improve user experience

Data Management

- Ensure the BES meets its statutory duties in line with current data protection law as the Society's data protection lead. Provide annual reports to the Senior Leadership Team, update BES data policies as appropriate and advise staff on data protection issues as required
- Use membership data in the CRM, surveys and other research to gain insights into our membership and act on them to improve member engagement. Provide informative and accurate reports on membership statistics

Team Management

- Provide day to day support to junior membership team colleagues, valuing their contributions and harnessing their energies to deliver their roles in the most effective and impactful ways, and in accordance with BES policies and procedures
- Support the Director of Communities and Inclusion in the management of the overall team

Finance

- Manage budgets for Membership, ensuring activities are costed for and delivered within budget

PERSON SPECIFICATION

Essential

- Significant experience in membership roles for membership organisations or associations
- Track record of success in growing and retaining members
- Outstanding customer service skills
- Management experience, providing direction to a team and developing people in their roles
- Ability to make informed operational decisions based on data, sound analysis and judgement
- Possess influencing and networking skills with people at all levels
- Ability to prioritise workloads across several different areas and manage conflicting demands and deadlines
- Experience of setting and managing budgets
- Excellent written and verbal communications skills

Desirable

- Adept at using CRMs to monitor, evaluate and provide insights on membership engagement
- Working knowledge of marketing and communications
- Interest in ecology, science and the environment

COMPETENCIES

Competency	Level
Teamwork Working cooperatively and constructively, building good working relationships, including valuing others	Managerial
Customer Focus Identifying, understanding, and giving priority to meeting the needs of customers and potential customers	Managerial
Commitment to Excellence Sets the highest standards of performance for self and others in meeting the needs of the organisation	Managerial
Continuous Improvement and Adaptability Initiating or participating in changes affecting our job or the organisation, enhancing performance as a whole	Managerial
Resource Planning and Management Planning, using, and managing BES resources effectively	Managerial
Analysis, Judgement and Decision Making Identifying key issues and making sound decisions	Managerial
Information Gathering and Networking Establishing and maintaining good contacts both outside and within the organisation	Managerial
Strategic Vision Seeing the wider picture and to taking a long-term view for the benefit of the Society	Managerial

This is a description of the job as it is presently constituted. It is the practice of the British Ecological Society to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.