

Membership and Database Administrator

Reports to: Director of People and performance

Salary: £24,072

Hours: Full time

Duration: Permanent

Person summary

We are looking for someone who is meticulously organised, has strong attention to detail and a head for data, to assist the team ensuring that our membership data is accurate and up to date. This role has a strong focus on delivering excellent customer service and the ideal candidate will be friendly, unflappable and takes pride in their work.

Most importantly we are looking for a quick learner who appreciates the importance of delivering a fantastic administrative function.

Responsibilities

This job description outlines the key accountabilities of, and output required from the post holder. It is not a definitive list and the role will change and evolve over time.

Key Responsibilities

Customer Support

- Provide a first-line support service, either by phone, e-mail or in person, by responding to requests for information from members and non-members within agreed timescales;
- Record details of requests made on SAP B1 (our database system) so that patterns can be identified and that the team can continuously improve its support;
- Monitor and manage the 'info', 'mail', 'membership', and general e-mail accounts;
- Maintain a customer support presence at CFG and other events where required, replicating the support currently given by phone or e-mail.

Charity Membership Scheme

- Administration of CFG's membership schemes on recruitment, during renewals and on an ad hoc basis;
- Respond to enquiries about membership, passing on details to the Events and Business Development team if required;
- Process new member applications, ensuring that all data is entered correctly and ensure that all relevant member information has been sent out;
- Record member renewal data received by phone, e-mail or post on SAP B1 and create any relevant sales orders.

Database

- Ensure that the organisation and contact details held on SAP B1 are maintained accurately including data relating to Special Interest Groups or Forums;
- Work with IT and colleagues to ensure that regular reports can be easily obtained from SAP B1;
- Work with IT to review and develop our reporting format.

Research and Data Analysis

- Conduct research using our database and across external sources and compile findings to assist the team with projects;
- Conduct member surveys and compile findings to help develop new products and services for members.

Additional responsibilities:

- Open CFG's post and record the receipt of cheques within SAP B1;
- Take card payments over the phone and record on SAP B1;
- Assist with the delivery of membership projects;
- Keep up to date with current data protection procedures and ensure that they are followed at all times;
- Cover for colleagues when necessary;
- Other such duties as shall reasonably be required as part of a collaborative staff team

Person Specification

	Essential
Qualifications	<ul style="list-style-type: none">▪ Entry level role, GCSE A – C grades
Experience	<ul style="list-style-type: none">▪ Strong experience using one or more CRM systems or databases.▪ Experience of dealing with administration within a small organisation
Skills/ Abilities	<ul style="list-style-type: none">▪ Excellent verbal and written communication skills.▪ Excellent attention to detail▪ Quick learner – able to pick up new systems easily
Knowledge/ Understanding	<ul style="list-style-type: none">▪ Understanding of databases and CRMs
Disposition	<ul style="list-style-type: none">▪ Hard working and self-motivated.▪ Understanding of the importance of maintaining a CRM system and strong data.
Other	<ul style="list-style-type: none">▪ Commitment to CFGs values and aims.