

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