

RECRUITMENT PACK MEMBERSHIP ADMINISTRATOR



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**ADVENTURE.
COMMUNITY.
ACTION.**
FOR EVERY
HILL WALKER,
CLIMBER AND
MOUNTAINEER.



THE BRITISH MOUNTAINEERING COUNCIL

OUR STORY

Formed by clubs in 1944, we are a membership organisation, established to be open to all and speak on behalf of mountaineers, climbers, and hill walkers, protecting spaces and supporting members in their activities.

Nearly 80 years later, more and more people are experiencing the enjoyment of climbing and being in the outdoors and recognising the benefits of active lifestyles for mental and physical health and wellbeing. Activities that can be shared across generations, in groups or individually.

We have always had a clear purpose: to make the climbing and outdoor experience of the people we represent as good as it can be, by removing barriers to participation to be more inclusive and have a more diverse audience. And while these activities have changed and participation has grown immeasurably over the years, this purpose holds as true as ever.

We campaign for freedom of access and the right to roam, we fund footpath repairs and run campaigns to clean up our hills and we are continually working for improved access to and the conservation of places we love.

WHAT WE DO

We protect the future of hill walking, climbing, and mountaineering so people can embrace adventure, both now and for generations to come. The freedom that adventure brings, should be available to all - so we support and prepare people, share vital knowledge, and give our community a strong voice.

WHERE WE DO IT

From rugged peaks to coastal cliffs, the BMC protects and repairs our wild places, collaborates to keep access open for all, and develops emerging climbing talent to create Olympic stars of the future.

WHO WE DO IT FOR

The more people we can inspire, the better.

WHY WE DO IT

We relish challenge in all its forms; from taking part, to performing at the highest level. Challenge enriches lives, provides mental and physical well-being and unifies our community.

THE BMC TODAY

Through all our activities we support and enable people to challenge themselves. We believe in the power of hill walking, climbing and mountaineering to change and improve lives and we are here to support, encourage and inspire you in these fantastic pursuits.

Representing a growing number of participants across ever evolving disciplines and activities, we fight to protect the outdoor environment of the places we love and tackle the impact of climate change so that people can pursue their passion, with our values woven through our every action.

OUR MISSION AND VALUES

COMMUNITY | SUSTAINABILITY | ADVENTURE | ASPIRATION | RESPECT

Our mission is to support our passionate community and inspire those curious about our activities to get out and enjoy them. We support and prepare you to be safe and responsible, whilst campaigning to ensure access to the great outdoors. We are custodians of these spaces and our environment for future generations.

As we grow towards 100,000 members, so does the strength of our voice on behalf of these important issues. We proudly live and breathe our values.

On your behalf we proudly:

- ▶ **Work behind the scenes** to negotiate improved access to crags and countryside in England and Wales
- ▶ **Influence and lobby government** and decision makers, and work with sector partners on key policy issues and future legislation
- ▶ **Protect your safety through advice**, training and support. Finding practical solutions and demanding the highest standard of safety for kit and equipment
- ▶ Establish numerous projects to **restore trails**, protect fragile environments and **help conserve endangered wildlife**
- ▶ **Support people** to get the most out of their activities through **world-class advice**, training and development
- ▶ **Produce inspirational content**, keeping the spirit of climbing, hiking and mountaineering alive while motivating you to take on your next adventure

AND THERE'S MORE

For climbers who venture onto our amazing boulders, outcrops, mountain crags and sea cliffs, we have and continue to champion your rights to access the places you love. We work tirelessly to care for these places and inspire you towards greater adventures.

We also organise events, support clubs and communities, and promote opportunities for people from all walks of life to experience the positive effects of the mountains on our physical and mental wellbeing.



GB CLIMBING

The BMC runs GB Climbing, the home of competition climbing in the UK. GB Climbing manages the GB Climbing teams, talent and performance pathways, national and international competition events in the UK, and proudly promotes the future of our sport.

In the summer of 2021 in Tokyo, climbing became an Olympic sport for the first time. Climbers competed in the combined event of three disciplines: Lead, Boulder and Speed climbing. Looking ahead to Paris 2024, and beyond, speed climbing will now be a medal event of its own, separated from a combined Lead and Boulder.

In September 2022 we hosted an IFSC World Cup in Edinburgh and have ambitions to regularly host events on the world series.

IF CLIMBING FOR YOU IS HANGING OUT AT YOUR LOCAL WALL, TRAINING HARD OR KEEPING IN SHAPE WITH YOUR FRIENDS THEN WE ARE THERE FOR YOU TOO

By supporting indoor climbing, we:

- ▶ **Develop coaches** with our Fundamentals of Climbing courses
- ▶ **Support clubs** to help provide a great learning environment
- ▶ **Create skills and training content** to set you off on the ideal route for you
- ▶ **Work with partners** to promote safe and inclusive climbing spaces

On top of that we are involved in producing top quality guidebooks, we organise climbing festivals, and act as a voice for everyone in this amazing **community**.

MEMBERSHIP ADMINISTRATOR RECRUITMENT PACK



JOB DESCRIPTION

Employer	British Mountaineering Council
Position	Membership Administrator
Duration	Full-time permanent position
Remuneration	Band A £21,840 starting salary Plus, benefits such as generous incremental holiday allowance, cycle to work scheme and workplace pension. Healthcare scheme, employee assistance programme and life insurance after qualifying period.
Hours of work	9.00 am to 5.00 pm, Monday to Friday The BMC operates a 35-hour week and supports hybrid working. Some flexibility is required for this role due to some weekend work commitments.
Reporting to	Membership & Insurance Manager
Location	BMC, The Old Church, 177-179 Burton Road, West Didsbury, Manchester, M20 2BB



MEMBERSHIP ADMINISTRATOR RECRUITMENT PACK



JOB OUTLINE

This role is part of the busy Membership team, who are the first point of contact for BMC members for membership and insurance services. Under the direction of the Membership & Insurance Manager, you will be responsible for membership and insurance administration. This includes supporting the recruitment and retention of members, as well as advising and fulfilling travel insurance.

The Membership Administrator shall be familiar with all services available to members and be able to answer enquiries relating specifically to these, involving the use of the Membership database. You will be expected to support the other staff and may be required to carry out other duties from time to time, as requested by the Membership & Insurance Manager.

The post holder will need to enjoy working in an informal and busy environment, supporting the membership team to deliver the BMC objectives.

Specific work areas:

- ▶ Answer and direct incoming telephone calls.
- ▶ Process and input membership, insurance and shop orders into the database.
- ▶ Process payments and orders.
- ▶ Collate membership, insurance and shop items and despatch.
- ▶ Respond to membership, insurance and shop queries received by phone and email.
- ▶ Deal with undelivered mail.
- ▶ Process and distribute incoming and outgoing post.
- ▶ Process and input club data.
- ▶ Assist with database housekeeping.
- ▶ Any other such work the organisation may ask you to undertake from time to time.

In addition, and as required under the direction of the Membership & Insurance Manager, the Membership Team are jointly responsible for the following generic tasks:

- ▶ Responding to requests for specific services such as Reciprocal Rights cards.
- ▶ Assisting with data input into clubs and huts database for club renewals and general updates.
- ▶ Supporting stock control systems, stock take and re-order levels.
- ▶ Assisting with monthly magazine data and sending data to the mailing house.
- ▶ Generating monthly direct debit renewal data and sending to mailing house.
- ▶ Supporting Membership Team members and the Membership & Insurance Manager.

All the above shall be carried out in accordance with the relevant regulations and policies and to performance targets specified by the Membership & Insurance Manager.

The Membership & Insurance Manager is the line manager for the Membership Team and reports directly to the Chief Commercial Officer (CCO).

MEMBERSHIP ADMINISTRATOR RECRUITMENT PACK



PERSON SPECIFICATION

Research shows that some people don't apply for a role if they feel they do not meet 100% of the specification.

We encourage you to apply for this role if you feel you meet the key skills and knowledge listed below, even if you feel you do not have all of them.

We are passionate about identifying the right people to help us develop and thrive.

	Essential / Desirable
KNOWLEDGE & EXPERIENCE	
▶ Excellent customer service and communication skills, with some experience of being the first point of contact via email/telephone	Essential
▶ Superb organisational skills with administrative experience	Essential
▶ Good time management skills with an ability to manage multiple projects and deadlines simultaneously	Essential
▶ A self-starter with the ability to work on own initiative	Essential
▶ Good interpersonal skills and able to be a team player, always willing to support colleagues to achieve broader team objectives	Essential
▶ Knowledge and experience of working with MS Outlook, Word and Excel and using a CRM system	Essential
▶ A commitment to their own personal learning and development	Essential
▶ A knowledge and passion for the outdoors, ideally climbing, walking or mountaineering	Desirable
▶ Knowledge of the data protection act and its application in a customer focussed environment	Desirable
▶ Experience of working in a membership organisation	Desirable
▶ An understanding of the role and remit of a representative body / national governing body and the wider physical activity and recreation sector	Desirable
▶ Knowledge of the travel insurance industry would be useful	Desirable

As a representative organisation, working across England and Wales, we welcome those who can read and speak the Welsh language.

MEMBERSHIP ADMINISTRATOR RECRUITMENT PACK



HOW TO APPLY

Candidates wishing to apply should submit the following information to recruitment@thebmc.co.uk

- ▶ An up-to-date CV that includes details of key achievements and responsibilities.
- ▶ A covering letter which fully addresses the competencies outlined in the person specification.

Diversity is valued within our team. More than just encouraging your application, we're committed to conscious inclusion that (we hope) cultivates an ethos of belonging, connection, and shared purpose. It's this philosophy that drove us to shape our values and behaviours and we open our doors to those who share those values.

It would be appreciated if you could complete the [BMC's Equality & Diversity Monitoring Form](#) at the time of application.

The BMC has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Therefore, if you are made an offer of employment, this will be subject to the BMC verifying that you are eligible to work in the UK before you start work.

TIMELINE

Closing date for applications

Tuesday 05 March 2024 (9.00 am)

Candidates whose CV reflects the requirements of the role will be invited to attend the following:

Interview, Wednesday 13 March 2024

This will take place at the BMC offices, Manchester

BMC, The Old Church, 177-179 Burton Road, West Didsbury, Manchester, M20 2BB

Offer

w/c 18 March 2024

HELP US PROTECT OUR WILD PLACES FOR FUTURE GENERATIONS



RESPECT
THE WILD

RESPECT
THE ROCK

THE CLIMATE
PROJECT

MEND
OUR MOUNTAINS

WE ARE THE BMC

YOUR COMMUNITY FOR ACTION AND ADVENTURE

MEND OUR MOUNTAINS

This is a vital BMC Access and Conservation Trust campaign to repair footpaths throughout Great Britain. It's a fantastic opportunity to join us in delivering a sustainable, ethical future for our most treasured wild landscapes in partnership with the people who use them and love them.

- ▶ Over £1.4 million raised
- ▶ 544 miles of upland repaired, equivalent to over 67,000 double decker buses
- ▶ 600 litter picking events and over 50 clean ups in 2022 in partnership with YHA

THE CLIMATE PROJECT

Another essential campaign to support the work of Moors for the Future.

Out on wild moorlands grows an amazing plant called sphagnum. When growing healthily, this little plant powerhouse takes as much carbon out of the atmosphere as a tropical rainforest.

We've helped to transform and restore over 8,000 acres of peat moors across the Peak District and South Pennines, to actively fight climate change.

OUTDOORS FOR ALL

We have the opportunity to create a lasting legacy: a natural health service that is accessible to all.

We believe this starts by expanding the opportunities to access more of our green and blue spaces, so everyone can enjoy the outdoors, more often, closer to home – that's what we are lobbying for.



JOIN US

MEMBERSHIP ADMINISTRATOR

Closes: 05 March 2024