
Job description & person specification

Employer:	The British Mountaineering Council
Job Title:	Membership Administrator
Duration:	6-month fixed term contract
Remuneration:	£9,623.50 for 6-month contract (equivalent to £19,247 per annum) plus excellent benefits including generous holiday allowance and company pension, (healthcare and life insurance after qualifying period)
Hours of work:	9.00 am to 5.00 pm, Monday to Friday (35-hour week)
Reporting to:	Membership & Insurance Manager
Location:	BMC, 177-179 Burton Road, West Didsbury, Manchester, M20 2BB
Direct Reports:	None

Membership Administrator

The BMC is the national body for climbers, walkers and mountaineers in England and Wales. The organisation has over 80,000 members, more than 38 staff and a nationwide network of volunteers. Through GB Climbing, we are also the National Governing Body for sport climbing and are at an exciting time as we develop the infrastructure of our elite performance programme and the inclusion of sport climbing as an Olympic sport confirmed until LA28.

Job Outline

This role is part of the 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, insurance and the BMC's online shop 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:

- Process and distribute incoming and outgoing post.
- Process and input membership, insurance and shop orders in to the database.
- Process payments and orders.
- Collate membership, insurance and shop items and despatch.
- Answer and direct incoming telephone calls.
- Respond to membership, insurance and shop queries received by phone and email.
- Deal with undelivered mail.

- 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.
- Assisting with data input into clubs and huts database for club renewals, updates.
- Supporting stock control systems, stock take and re-order levels.
- Assisting with monthly magazine data and sending 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).

Skills & Person Specification	Essential / Desirable
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
Experience of being a self-starter and 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
<i>A knowledge and passion for the outdoors, ideally climbing, walking or mountaineering</i>	<i>Desirable</i>
<i>Knowledge of the data protection act and its application in a customer focussed environment</i>	<i>Desirable</i>
<i>Experience of working in a membership organisation</i>	<i>Desirable</i>
<i>An understanding of the role and remit of a representative body / national governing body and the wider physical activity and recreation sector.</i>	<i>Desirable</i>
<i>Knowledge of the travel insurance industry would be useful.</i>	<i>Desirable</i>

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