

Job title: Member Service & Records Administrator		
Responsible to: MCC Member Service & Records Team Leader		
Purpose of role: <i>Use one or two sentences or bullet points that sum up the purpose of the role. Why does the role exist? What is the primary objective?</i>		
Responsible for all general member administration, including: joining new members, maintaining/updating accurate membership details, processing applications, generating letters, reconciling payroll/subscription information, contacting members as required and conducting member surveys.		
Key result areas: <i>Three to five key headlines that outline the ongoing priorities for the role and the expected outputs. What makes this role successful? What are the ongoing priorities?</i>		
<ul style="list-style-type: none"> – Managing member administration as required via paper, phone calls, emails or webchat. This includes efficiently and accurately joining new Prospect members over the phone. – Contacting members whose details are out of date, or payments have lapsed, either by telephone or email. – Keeping records up-to-date by receiving and processing information from members, Prospect representatives, the Prospect website or other sources. – Ensuring members are paying the correct subscription and assist with setting up payment method as appropriate e.g. monthly deductions from salary, direct debit, as well as reviewing payroll records and running direct debit processes when required. – Producing reports and statistics for staff within the organisation and appropriate external groups/individuals when required. – Contacting members to undertake member satisfaction surveys, either over the phone or by email. – Taking overflow calls from the MCC Helpdesk Team as required, and working as part of the overall MCC to achieve MCC KPIs. 		
Competency (Please refer to competency descriptions)	Required standard <i>Provide specific examples of the key responsibilities or activities required by the role against each competency</i>	Agreed competency level
Meeting the needs of the organisation, members and colleagues	<p>Is able to accurately and professionally communicate with members to join them up, update their details or resolve payment issues.</p> <p>Able to demonstrate competence and confidence in using the membership database and other software to ensure members details are accurate and Prospect collects the correct subscriptions.</p> <p>Can professionally undertake a telephone customer service survey, including handling any complaints or issues that may arise on the call.</p>	2
Leadership	<p>Demonstrates 'informal' leadership with colleagues, members and others by taking ownership and finding a way through difficulties.</p> <p>Willing to provide clear advice to members regarding their application/subscription.</p>	2

Communication	<p>Able to demonstrate a high standard of professional, discreet and effective communication, using telephone, email, letter or webchat. Shares information with others, where appropriate, for example, producing reports or membership statistics.</p> <p>Accurate and with an exceptional eye for detail when processing or checking large amounts of complex data.</p>	2
Influencing	<p>Able to engage with members and gain their co-operation on subscription/membership issues, and/or convince them to retain their membership if it has lapsed.</p> <p>Uses a range of different approaches to convey their message to others.</p>	2
Planning and organising	<p>Manages their workload effectively in order to undertake particular tasks, for example, processing membership applications, running the monthly payroll, chasing lapsed payments, processing leavers etc.</p> <p>Completes work in line with agreed MCC standards/KPIs and works with others to contribute to the overall achievement of MCC goals.</p>	2
Analytical thinking and problem solving	<p>Auditing the membership system as required to check the accuracy of records, for example, when members retire or become unemployed etc.</p> <p>Able to exhibit inquisitiveness, patience and common sense in undertaking their role.</p>	2
Team working	<p>Is a team player and provides information to others as appropriate.</p> <p>Takes overflow calls for the Helpdesk team as required.</p> <p>Takes switchboard calls as required.</p>	1
Initiative	<p>Prepared to question potential issues that arise in their work and suggest a way forward.</p> <p>Knows when to alert members and their own manager to potential problems.</p> <p>Is able to come up with suggestions for on-going improvement within the team and the broader MCC as appropriate.</p>	2