

Membership Officer

Full Time 35hrs

Monday-Friday (9am – 4:30pm)

Based at our offices in north Sheffield

The IBS Network is the UK's national charity supporting people living with irritable bowel syndrome, (IBS), an illness that affects around 12 million people in the UK. Its mission is to inform, advise and support people living with IBS. We work alongside health services to facilitate IBS self-management through a range of services that includes a helpline, a comprehensive on-line IBS Self Care programme, and personal responses by specialist health care professionals through our Ask the Experts area of our website.

The IBS Network needs to recruit a Membership Officer, - a key role in its core team. We are looking for an ambitious, self-motivated, creative individual with ideas and enthusiasm to drive up membership numbers and encourage membership retention. The successful candidate will also be able to demonstrate genuine empathy working alongside patients and specialist health care professionals to make a difference to the lives of people with IBS. Knowledge of the health care sector and IBS would be an advantage.

This role would suit someone who is driven and has ambition to develop their skills and progress their career. The charity would anticipate that the right candidate would be able to increase their responsibilities with a view to a management position within the charity over the coming years.

Reporting to the Operations Manager this is a crucial role in the growth and sustainability of the charity.

Key Responsibilities

- Delivery of excellent, empathic customer service
- All activities which increase the charity's membership and improves member retention
- Play an active role in team planning, championing new ideas supporting the delivery of the charity's strategic aims
- Identifying and working with charity partners to add value to membership
- Management, maintenance and on-going development of the membership database
- Development and generation of routine and ad hoc reports to facilitate business decision-making
- Management and maintenance of the systems for online payments
- Process new and renewal of memberships
- Processing of sales of products through its online shop
- manage and monitor all membership and office supplies
- Any other general administrative duties where appropriate.

Key Skills

Essential

- Confident and effective communicator
- Ability and confidence to take full ownership of project/campaign, taking it from conception, implementation and continued maintenance
- Be an enthusiastic, creative thinker, willing to try new things and committed to continuous improvement
- Fully computer literate
- Able to work autonomously
- Ability to think creatively and recognise opportunities
- Able to manage and prioritise multiple projects
- Strong work ethic and able to manage own workload

Desirable

- Have planned and delivered successful creative projects
- Experience of working in a health care setting
- Experience of working in the charity, community sector
- Holds a full driving license

Job Types: Full-time, Permanent

Starting salary: £22,627.00 per year

24 Annual leave days, plus Bank Holidays and one additional day after two years' service, rising to a maximum of 28 days.

Please send your CV and a covering letter explaining how you are a good fit for the role to sam@theibsnetwork.org by **9am Monday 30 May 2022**. Interviews will be held at the charity's offices Tuesday 7 June or Wednesday 8 June.