



Job Description

Membership Officer

Responsible to: IPROW Business Manager

Job Function: To be the first point of contact for members, the public, media and other organisations with regard to membership matters. To report to the Board or Business Manager on all matters relating to membership, data management and day to day operation of the Company

Responsibilities

Membership

- Work with the Membership Group
- Respond to requests for information on IPROW and membership
- Process all membership applications, both new and upgrades
- Organise, process and monitor membership renewals including invoicing
- Advise and support the Membership Group in assessing papers and interviewing potential full members. Co-ordinate and support the assessment of applications for Principal and Fellow categories of membership
- Maintain database of members' details both on and off the website
- Organise and send requested mailshots, including Waymark, to members by post and e-mail
- Organise and administer subscriptions to Waymark including invoicing
- Keep information on the website up to date with respect to all membership matters
- Work with the Membership Group to develop strategies to market membership and increase the reach and numbers of members
- Run the Appointments Service

General

- (1) Act as a first point of contact (mail and telephone) and answer general rights of way questions and queries about IPROW from the public and from members
- (2) Attend and produce minutes for meetings of the Membership Group.
- (3) Provide continuity for the Board that, due to turnover, will require advice on IPROWs' running and an overview of decisions with regard to membership issues over the years.
- (4) Comply with data protection including the destruction of information no longer to be held.
- (5) Maintain stocks of stationery and publications.
- (6) Receive all mail and distribute / action as necessary



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- (7) Provide holiday / absence cover for colleagues for specific tasks
- (8) Undertake tasks as directed by Directors or the Business Manager commensurate with employment as Membership Officer

Tasks can be delegated to other IPROW employees however the responsibility of ensuring tasks have been undertaken remains with the originating member of staff

Parameters

- (1) Work within agreed budgets
- (2) Authorise expenditure up to £250

Qualifications, knowledge and experience

- (1) Proven organisational and administrative skills
- (2) Ability to work on own initiative and without supervision
- (3) Knowledge and experience of the Institute's function and objectives and of the rights of way industry
- (4) Knowledge and experience of rights of way matters to provide advice to the public, advice on membership papers and advice to the Board on policy matters
- (5) Good communication skills – verbal and written
- (6) Good familiarity with information technology (including popular software, online file sharing and the internet) and the ability to learn new skills given appropriate training
- (7) Ability to travel throughout the UK for meetings and flexibility to attend overnight event