

JOB DESCRIPTION

Title	Membership Team Coordinator
Grade	4 Coordinator
Department	Membership
Reports to	Head of Membership
Date	March 2026

JOB PURPOSE

Working under the direction of the Head of Membership, to lead in managing the smooth running of the day-to-day Membership administration, ensuring excellent customer service is provided to members and colleagues. A core part of the role is to continuously review internal processes to streamline and improve the membership administration for all. The role is also responsible for the effective, accurate and compliant management of membership subscriptions.

MAIN DUTIES

1. To be responsible for ensuring that administrative tasks in the membership team are undertaken in a timely, accurate and efficient manner. To oversee the quality and efficiency of responses to members' queries via email and telephone.
2. To lead the day-to-day work of the membership assistants including acting as first line of support for membership queries including management of complaints.
3. To ensure assistants' workloads are managed, cover is arranged for absences and work prioritised when there are conflicting demands on time.
4. Be responsible for improving and developing the efficiency of membership administration processes and ensuring processes are clearly documented and regularly reviewed; and support the Head of Membership with communications and development projects.
5. Be the contact for the mailing house for any membership mailings, including managing stock levels, approving quotes and final versions of weekly and monthly mail outs.
6. To process the monthly membership terminations.
7. To lead team meetings and providing verbal or written reports for department meetings when required.
8. Ensure that high standards of record keeping and data quality are maintained within the membership department.
9. To be responsible for the membership finance functions; including accurately processing any Direct Debit payments and communications ensuring that all tasks are compliant, and carried out effectively, accurately and on time.
10. To undertake all the Membership Administrator duties to be able support with the administration of Equity membership. Including but not limited to: process applications, payments, membership changes, Equity names, membership cards, resignations, updating members contact details, mailing, administrating the benevolent fund, industry information service and receipts.
11. To keep up to date with and support the key industrial and campaigning priorities of the union.

GENERAL DUTIES

1. To be fully conversant with the union's IT systems relevant to the post. To create own correspondence, access databases and use the union's email. To be responsible for creating and maintaining an effective filing system. To be able to track all written correspondence and respond to all complaints/enquiries.
2. There may be occasional evening and weekend work.
3. To undertake any other duties commensurate with the grade.
4. To maintain the confidentiality of information and abide by the provisions of the Data Protection Act 2018 and GDPR.
5. To undertake all duties within Health & Safety regulations/policy.
6. To undertake all duties with due regard to the Equal Opportunities policies of the union.

PERSON SPECIFICATION

Knowledge and Experience

1. Experience of working within a busy administration department for at least two years, as well as experience of having worked within a trade union, membership organisation or in a similar job role.
2. Experience in prioritising and managing workload for a team including the implementation of team rotas.
3. Experience of leading Team to work to achieve organisational goals and meet service requirements.
4. Demonstrate an understanding of membership and payment processes.
5. Demonstrable customer service skills and experience of professionally dealing with customer queries and complaints.
6. Experience in development of administration processes.
7. A demonstrable understanding of CRM systems and their application in developing administrative processes.
8. Knowledge and experience of MS Office applications (including Word, SharePoint, Outlook, Excel and PowerPoint).

Skills and Approach

1. Administrative skills including developing, streamlining and improving admin services.
2. Excellent organisational skills, particularly the ability to manage own time, workload, prioritise and plan ahead to meet deadlines.
3. Ability to work flexibly within a busy services team and remain calm under pressure.
4. Excellent customer services including responding to queries and solving issues.
5. Good communication skills and the ability to provide clear verbal and written advice.
6. Demonstrate a high standard of recording keeping and attention to details to ensure data quality and accuracy.
7. Able to draw up own correspondence, build and maintain filing systems and undertake all routine office administration duties.
8. Strong interpersonal and team-working skills and be able to develop collaborative working relationships.
9. Ability to work under own initiative without close supervision and have confidence in making decisions.
10. Commitment to the Trade Union movement and enthusiastic about the aims and objectives of Equity.