**Role: Membership Engagement Administrator**

**Salary: £ 34,403 p.a.**

**Location: Hybrid Working – Remote / London**

**Contract Type: Permanent, Full Time (35 hours)**

**How to Apply**

If you believe that you are the right person for this role, please submit your CV and Cover Letter explaining how your skills are suited to this role to Leanne Timon at [ltimon@rcoa.ac.uk](mailto:ltimon@rcoa.ac.uk) by **Monday 14 October 2024.**

**About You**

We are searching for someone who has experience in working in a similar role, such as within membership, customer service, or a professional membership organisation.

You are skilled at providing a world-class customer service experience and have experience in handling sensitive data, processing financial payments, and using CRM systems.

You have excellent interpersonal and communication skills, both written and verbal. You are highly organised with strong administrative background and sufficient attention to detail.

**About the Role**

This role provides a world-class customer service experience to the College’s fellows, members, stakeholders and non-members.

In addition to providing accurate and timely responses to membership queries, this role is knowledgeable about the College, the membership categories and their benefits, as well as the subscription collection process, with potential discounts that are available.

This role ensures the College maintains accurate details of the College’s membership on the CRM system.

Your duties include, but are not limited to:

* Provide a world-class customer service experience to our membership and other people who contact us.
* Champion the improvement of customer service and satisfaction via the effective handling and logging of all enquiries that are received through multiple channels: phone, multiple inboxes, activities logged on the CRM etc.
* Maintain the CRM to ensure that members’ of the College, Faculty of Pain Medicine (FPM) and Faculty of Intensive Care Medicine (FICM) are in the correct subscription category, and that subscriptions are collected on time.
* Ensure direct debit details are maintained accurately across College systems and support members with payment queries.
* Support the Membership Engagement Manager during renewal cycles by carrying out data quality assurance checks and responding to enquiries in a timely and accurate manner.
* Work collaboratively with colleagues from other teams on membership matters, ensuring that relevant employees receive, in a timely manner, the correct information regarding members’ details, as required.

**The Package**

This is a full-time, permanent position with a competitive employee benefits package, which includes (but is not limited to):

* 26 days of annual leave, plus bank holiday
* Healthcare support through Benenden Health
* Up to 12% pension contribution
* Hybrid and flexible working
* Wellbeing hour once a week
* Cycle to work and employee discounts schemes
* Training and development opportunities
* Access to Mental Health First Aiders and Employee Assistance Programmes

**About the College**

The Royal College of Anaesthetists is the professional body responsible for the specialty throughout the UK. We are the third largest medical royal college in the UK by membership. With a combined membership of more than 24,000 Fellows and Members, we ensure the quality of patient care by safeguarding standards in the three specialties of anaesthesia, intensive care and pain medicine.

At RCoA diversity, equality and inclusion is an integral part of our culture so it is important to us that this is reflected in everything that we do. We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status, or parental responsibilities to ensure we actively embrace an inclusive and representative culture that encourages, supports, and celebrates our differences.

Unfortunately, due to the volume of applications, we are unable to provide detailed feedback to candidates on their application. Only short-listed applicants will be contacted after the closing date.

If you have any questions or would like more information about this opportunity, please contact: [ltimon@rcoa.ac.uk](mailto:ltimon@rcoa.ac.uk)