

Role: Membership Engagement Administrator
Salary: £35,435 p.a.
Location: Hybrid Working – Remote / London
Contract Type: Full-time, Permanent

How to Apply

If you believe that you are the right person for this role, please submit your CV and Cover Letter to careers@rcoa.ac.uk by **Friday 06 February 2026**.

Please note that the closing date is subject to change, depending on the success of the recruitment process.

About the Role

As a Membership Engagement Administrator, you will play a key role in supporting the Membership Engagement Manager and the wider team to deliver an exceptional membership experience.

This role ensures the smooth operation of the College's membership services and contributes to achieving our strategic engagement objectives.

You will lead on core, complex membership processes, coordinate team workflows and provide world-class customer service to our members. Working collaboratively across the team, you will help identify and implement improvements to enhance efficiency and member satisfaction.

Key tasks and responsibilities include (but are not limited to):

- Deliver a world-class customer service experience to members and external stakeholders.
- Coordinate daily, weekly and monthly membership engagement tasks, prioritising work in collaboration with the Membership Engagement Manager.
- Work collaboratively with colleagues to ensure individual and team tasks are completed efficiently, effectively and in a timely manner.
- Lead and coordinate the core, complex membership operational process being supported by the team.
- Identify and eliminate non-value-adding processes and suggest improvements to enhance membership engagement.
- Provide support to the Head of Membership Engagement in the absence of the Membership Engagement Manager.

About You

We are looking for someone with experience in a similar role, ideally within a professional membership organisation.

You will be highly skilled at managing and coordinating multiple workstreams simultaneously, with experience in handling sensitive data, processing financial transactions and working with CRM systems.

A solid understanding of project planning tools and techniques is essential, along with excellent interpersonal and communication skills, both written and verbal.

You will be exceptionally organised, possess a strong administrative background and demonstrate meticulous attention to detail in all aspects of your work.

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
- 1 additional paid day of leave for the purpose of celebrating your birthday
- 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 (RCoA) 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 Equality, Diversity and Inclusion is a core part of our culture, so it is important to us that this is reflected in everything that we do. We welcome all individuals irrespective of age, race, sex, gender identity or expression, sexual orientation, ethnicity, religion or belief, disability, marital or civil partnership status, or parental and caring 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. Please note that the closing date is subject to change.

If you have any questions or would like more information about this opportunity, please contact: careers@rcoa.ac.uk.

Applicants must reside and have the right to work in the UK. No agencies please.