

MEMBERSHIP TEAM LEADER

OVERVIEW

Job Title: Membership Team Leader

Contract Type: Permanent - Full Time

Hours of Work: 35 hours per week

Location: Corby

Salary: £22,000 - £25,000

Department: Member Engagement

Reports to: Membership Operations Manager

Direct Reports: Membership Executive, Membership Advisor (x4)

Indirect Reports: None

JOB PURPOSE

The Membership Team Leader will assist the Membership Operations Manager with the day to day running of the CMI membership operations team. In addition to line managing five staff, the Membership Team Leader will also have responsibility for a number of key project areas, including, but not limited to:

- Chartered Manager assessments
- Corporate membership

KEY RESPONSIBILITIES

MEMBERSHIP ADMINISTRATION

- Working closely with the Membership Operations Manager, monitor, evaluate and implement innovative, modern and dynamic improvements to operational processes to create an excellent member experience.
- Responsible for effective use and implementation of customer service technology platforms, providing recommendations and implementing solutions for continual improvement.
- Liaising with the Digital team, monitor the effectiveness / performance of membership pages on the website.
- Responsible for implementing changes to systems and processes based on feedback / concepts from the membership innovation team.
- Fully understand the reasoning behind cancellation of memberships; propose and implement solutions to reduce the number of avoidable cancellations, resulting in an increase in member retention.
- Responsible for the maintenance of membership 'self-service' frequently asked questions / functionality.
- Responsible for ensuring revenues relating to all membership products and services are collected in a timely manner, including:
 - ◆ Proactively monitoring and following up on outstanding membership revenues.
 - ◆ Ensuring revenues are processed using the CRM in line with CMI policy.
 - ◆ Liaising with the Membership Communications Coordinator(s) to ensure renewal and reminder communications are delivered on time.
- Ensure standard working practice process notes are fully documented and are regularly updated to reflect ongoing changes to protect business continuity.

PEOPLE MANAGEMENT

- Lead the membership advisory team to develop and establish a progressive culture, leading to personalised, emotional, conversational, modern and dynamic approach to customer service.
- Continually review operational demands and prioritise the workload and resources of the Membership advisory team to support changing business needs.
- Conduct regular team meetings and 1-2-1's to ensure effective communication and information sharing.

INTERNAL STAKEHOLDER RELATIONSHIPS

- Build and maintain excellent relationships with key internal stakeholders / teams to ensure the effective operation of the CMI membership function, to include, but not limited to the following teams.
 - ◆ Membership Innovation
 - ◆ Technology
 - ◆ Marketing
 - ◆ Social Media
 - ◆ Sales
 - ◆ Engagement
 - ◆ Finance
 - ◆ Facilities
 - ◆ Human Resources
 - ◆ Qualifications / Apprenticeships

EXTERNAL STAKEHOLDER RELATIONSHIPS

- Responsible for day to day interaction / relationship management with key external stakeholders relating to the membership operations function, including, but not limited to:
 - ◆ Print / mailing houses
 - ◆ Professional bodies
 - ◆ Corporate / Employer / Higher Education / Approved Centre Partners
 - ◆ Membership benefit service providers / suppliers
 - ◆ Chartered assessor and moderator teams

This job description is intended to provide an outline of the duties and responsibilities associated with this role. CMI's approach to work is collaborative and flexible and you may be required to take on additional duties / responsibilities as and when required to support delivery the wider business objectives.

PERSON SPECIFICATION

	Essential	Desirable
Experience		
Proven track record of implementing innovative / dynamic solutions to improving customer experience.	✓	
Customer service team management experience	✓	
Collaborative working with other teams / departments to achieve business outcomes	✓	
Influencing others to achieve successful business outcomes	✓	
Motivating colleagues to achieve business outcomes	✓	
Internal and external stakeholder relationship management	✓	
Managing change and new technology implementation	✓	
Working for a membership organisation / professional body		✓
Skills, Knowledge and Abilities		
Knowledge of latest customer experience technology platforms	✓	
Ability to identify and implement ways to improve systems and processes	✓	
Excellent interpersonal and communication skills	✓	
Excellent organisation, planning and administration skills with attention to detail	✓	
A champion for positive change	✓	
Ability to work at pace and deliver projects on time	✓	
Ability to lead a team and identify individual motivating factors	✓	
Ability to manage a varied workload, balancing scheduled tasks with unscheduled requests for assistance / business critical actions	✓	
Understanding and knowledge of membership organisations / professional bodies		✓
Excellent project management skills	✓	
Knowledge of CRM / database systems	✓	
An agile, resilient, solution driven approach to projects and tasks	✓	
Knowledge of Google Suite products (Docs, Sheets, Slides, Hangouts)	✓	
Commercial awareness and the ability to identify opportunities to maximise income		✓
Education and Qualifications		
GCSE in English and Maths (grade C or above / equivalent)	✓	