

## **Membership Officer**

**£25,000.00 per annum**

### **British Chiropractic Association**

**Mainly Remote (Flexible Location – North Oxfordshire)**

### **Full/Part Time or Job Share**

The British Chiropractic Association is the largest and longest-standing membership Association for chiropractors in the UK. We are a progressive, ambitious professional membership body, focussed on doing the very best for our 1500 members and for the chiropractic profession more widely. We offer excellent benefits, including private medical insurance, 25 days holiday and a private pension.

We are looking for enthusiastic individuals, with broad experience of providing outstanding support in customer service roles. Reporting to the Membership and Operations Manager, you will be the enthusiastic, welcoming, responsive face for all external contacts, through both phone and email, and you will both lead and support in a variety of essential front and back office tasks.

As part of a small, committed team, most of your work will be carried out remotely (from home), however, you will be required to travel to various locations to attend meetings and events.

#### **Using your experience, knowledge and skills, you will:**

- Answer the main enquiries line to members, suppliers, third party organisations and members of the public
- Promptly and efficiently manage the main email inbox and any other appropriate email accounts
- Triage all enquiries received by phone, post or email
- Provide efficient support for difficult queries and situations, ensuring the right steps are defined and executed
- Provide membership administration
- Administer classified advertising online and for the enewsletter
- Create reports and carry out analysis of membership as required
- Convene and arrange Board and Committee meetings, assembling and distributing relevant papers and recording meeting minutes

#### **To be successful in this role you should demonstrate:**

- Proven experience of outstanding customer service

- Experience of dealing confidently and professionally with difficult situations
- A good level of IT knowledge and skills
- Previous use of information/customer databases, content management systems, survey and email tools
- Accuracy and attention to detail
- Confidence and proactivity
- Excellent communication skills
- The ability to be able to work remotely (from home)
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet deadlines
- Always treating others with courtesy, dignity and respect

If you are interested in joining the BCA Team, please apply by submitting a current CV with a covering letter, outlining in no more than 250 words why you believe you are suited to this role.

**Closing date for applications is 12 noon on Friday 4<sup>th</sup> December 2020.**

First interviews will be scheduled between 14<sup>th</sup> and 18<sup>th</sup> December 2020 and held virtually. Final interviews will take place between 4<sup>th</sup> and 8<sup>th</sup> January 2021. Shortlisted applicants will be contacted by email.