

Membership Assistant

Job Description and Person Specification

Purpose of the role

The Green Party is on a mission to get great Greens elected and the Membership Team, who are part of the Development Team, play a crucial role in providing outstanding care and attention to all of our Green Party members, supporters, friends, and donors.

We are developing our membership and supporter stewardship and so we're looking for a customer service champion – that vital team member who will help the Green Party membership team deliver the high standard of customer service and attention to detail that our members and supporters expect and deserve.

Salary:	£26,255 FTE per annum (Point 3 on the GPEW pay scale)
Hours:	21 hours
Job type:	Permanent
Location:	Remote with occasional days in our London office
Line manager:	Membership and Development Manager
Line management responsibilities:	None
Key relationships:	Membership Assistant, Membership & Development Officer, Development Team, Digital Team

Application process:

Applications to be submitted via the Green Party's Applied recruitment system at <https://app.beapplied.com/apply/ndohjtmbln>

Please note that the Applied recruitment system is configured to ask a series of questions that will support shortlisting for this role. Each question is based on one or more of the attributes listed in the person specification and your answers will be scored based on how you demonstrate the attribute(s) that are relevant to the specific question being asked.

Principal Roles and Responsibilities

Email and Phone Queries

1. Assist with managing the enquiries email inbox
2. Answer queries, via email and over the phone, from members, supporters and general public
3. Escalate and/or signpost enquiries where appropriate to the relevant personnel

Database Administration

4. Use information provided by members to update the records on our Customer Relationship Management systems
5. Process member renewal payments and cancellations
6. Keep up to date with relevant CRM training and developments
7. Keep internal guides up to date with any new information or amendments
8. Assist with collating and cleansing data for welcome packs to be sent to external supplier

Liaising with other Teams

9. Work with other teams across the organisation to answer members' queries where appropriate

Member/Supporters engagement

10. Support the Membership team with stewardship events and activities when appropriate
11. Assist with providing a consistent and welcoming experience for members and supporters where needed
12. Assist with member retention – (I.E, looking for alternatives for members if contacting us to cancel)

Any other ad-hoc Membership support and duties

13. Support the Membership and Development Manager and the Membership & Development Officer in other duties that contribute to outstanding supporter care, as and when required
14. Unpays calling – Calling (in Grace) members who have not paid their membership dues recently to renew their membership

Person Specification

Attribute		Essential/ desirable	Interview/ application
Experience	Working in a Membership, Supporter or Customer Service role	Essential	Interview/ application
	Previous experience using CRM or database systems	Desirable	Interview
	Working independently as well as part of a team	Essential	Interview/ application
Skills/abilities	Excellent written and verbal communication skills, including phone manner	Essential	Application/ interview
	High levels of attention to detail	Essential	Application/ interview
	Excellent customer service, able to adjust tone according to the relevant audience	Essential	Application/ interview
	Proficient in the use of Microsoft Office programmes (including Outlook, Word and Excel) and able to learn new processes quickly	Essential	Application/ interview
Knowledge	Understanding of Green Party organisation at local, regional and national level	Desirable	Interview
	Understanding of the importance of outstanding supporter care to any membership organisation	Essential	Interview
Personal attitudes	Sympathy with the aims and policies of the Green Party, and with development of a more sustainable society	Essential	Interview
Personal circumstances	Eligible to work in the UK	Essential	Application/ interview
	Able and willing to work occasional unsocial hours and outside of normal office hours as required	Desirable	Interview
	Not a member of another UK political party	Essential	Application/ interview

Equality	Committed fully to the principle of Equal Opportunities for all in line with Green Party policies	Essential	Interview
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General points applicable to all Green Party of England and Wales jobs:

1. The Green Party strives to be an Equal Opportunities employer and requires its employees to carry out their work in accordance with its policies on equality of opportunity in relation to employees and volunteers, in promotion of the party's policies and access to the Party's services.
2. Green Party staff are required to abide by any policies in place to ensure, for example, health and safety at work, data protection, etc.
3. Green Party staff may be required to attend Green Party Executive (GPEx) and other meetings and conferences, so long as at least two weeks' notice is given and this does not conflict with leave already agreed. These meetings may take place out of office hours, in which case time off in lieu will be awarded.
4. The Green Party has a democratic structure with annual elections. Employees need to be aware that the organisational priorities which determine their work priorities are decisions of the Executive and may be subject to change as an Executive changes.
5. Green Party staff are assigned goals, work plans, guidelines and priorities by their line managers as part of the annual planning and review system, but are expected to show initiative within this framework in managing their workload to meet the overall goals of the party in line with the organisational plan.
6. Green Party staff are required to request authorisation for any major overtime from their line manager before undertaking any such work and to use an online system to manage their leave and TOIL in conjunction with their line manager.
7. Green Party staff may, from time to time, be required to provide written or oral reports to the Executive.
8. Green Party staff should be open to developmental needs which may arise and work with their line manager to address these needs through training or other routes.
9. Green Party staff are expected to identify and make recommendations to their manager on improving the systems within the office.
10. Green Party staff are expected to participate fully in the Party's teamwork ethos, attend staff meetings, share team duties and responsibilities and develop their work in co-operation with other colleagues.
11. Green Party staff are expected to promote and develop the role of volunteer staff within their area of responsibility in liaison with the HR Manager and in accordance with the current policy on the management of volunteers.
12. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated routines and duties are naturally included in the job description. Green Party staff are expected to undertake any other reasonable tasks as requested by the Executive via their Head of Department, CEO or relevant GPEx Co-ordinator.

This job description may be periodically reviewed in consultation with the post holder.