



Membership Development Officer (PART TIME - 21 hours per week)

Salary: £22,500 – £27,500 (plus 7% pension contribution) pro rata

i.e. £13,500 - £16,500 (21 hours per week)

Duration: Permanent

Hours: 21 hours per week (days/times to be agreed)

The Fabian Society

The Fabian Society is Britain's leading left of centre think tank and political society. It is at the forefront of developing political ideas and policy debates on the left. The Society is unique among think-tanks in being a thriving, democratically-constituted membership organisation and is affiliated to the Labour Party while being organisationally, editorially and financially independent. With over 300 Fabian MPs, MEPs, Peers, MSPs and AMs among our national membership of over 7,000, the Society plays an unparalleled role in linking vigorous grassroots debate with the ability to influence policy debates at the highest level.

We are recruiting for the post of Membership Development Officer to support and service the Society's membership, which last year reached an all-time high. Our members join us because they believe in Fabian politics and values and because they value the high-quality events and publications we offer. Many members also lead or contribute to Fabian activities, by writing for us or by taking part in member-led activities including over 50 local Fabian societies, national policy groups, the Scottish and Welsh Fabians, the Fabian Women's Network and the Young Fabians.

The Society has a staff team of twelve people, based in our offices in Westminster (near St James's Park Underground Station and within walking distance of Victoria).

About the Post

The Fabian Society's aim is to grow both the size and the activism of our membership. The Membership Development Officer is responsible for managing the member 'journey' i.e. recruitment, payment, welcome and renewal communications, member donations, member elections, analysis of membership data. The post also supports member activism, by providing support to member-led activities and projects (eg Young Fabians, Fabian Women, policy groups). In carrying out these tasks the priority is to maintain and develop robust systems; deliver an excellent level of customer service; and act as an ambassador for the society and its members.

The Membership Development Officer reports to the Operations Director and works closely with a Head of Media and Communications and an Events and Communications Officer.

Membership Development Officer

Principal Duties

- Act as a first point of contact for inquiries from members and prospective members, by telephone, email and occasionally face-to-face (including: providing accurate information, fulfilling routine requests, recording contact details and information, and passing on messages and actions to appropriate colleagues or volunteers).
- Maintain and develop the society's membership database, which uses CIVI CRM cloud software; support colleagues to use it effectively; and work with the Operations Director to ensure our use of personal data complies with legislation
- Contribute to the development and delivery of the society's membership strategy, working with colleagues across the society
- Support member-led sections (eg the Young Fabians) and activities by providing specified segments of membership data, recording member preferences and activity, helping with data analysis and offering (limited) advice and support on membership administration and development.
- Process individual membership applications in a smooth, accurate and timely manner by overseeing automated CRM and payment systems; and issuing new member communications.
- Process and maintain institutional memberships (Libraries, Corporates & Unions) and affiliated memberships (including members of local Fabian societies).
- Process all membership subscription payments and donations, including managing an online direct debit facility, adhering to all financial protocols and procedures. This involves working in close collaboration with the Operations Director to ensure membership income is accurately monitored and recorded.
- Carry out membership retention and re-recruitment activities including issuing renewal notices, reminders, confirmation of lapsed membership and lapsed member marketing.
- Manage the database aspects of our quarterly mailing to members. This includes providing accurate data to our mailing house; processing returned postal mailings; acting to acquire correct contact details and recording amendments/updates on the CIVI CRM.
- Produce statistical information on our membership data, including routine quarterly reports and specific analysis as requested

- Deliver exhibitions at Fabian Society and third-party events to act as an ambassador for the society and promote and market Fabian Society membership
- Assist and advise in the development and production of membership and marketing materials e.g. new member welcome packs, donation appeals, newsletters, email bulletins, social media, advertising – working with colleagues responsible for communications.

Other Duties

- Contribute to the intellectual and organisational development of the Society
- Take responsibility for a limited number of office administration tasks (duties shared between employees)
- Undertake other duties where required by the General Secretary or Operations Director

Person Specification

Essential

- Extensive experience and knowledge of using a membership database or equivalent CRM system
- The skills and aptitude to become an advanced user of a wide range of professional software – initially CIVI CRM and Office, with the possibility of other packages in the future.
- Excellent organisational, administrative and time-management skills
- Absolute attention to detail
- Excellent customer care and oral communication skills
- Excellent written English and the ability to write clear and accurate letters and emails
- Excellent numeracy and the ability to analyse data and produce data reports
- Self-motivated and able to prioritise work to meet tight deadlines
- Ability to work on your own initiative or as part of a team
- Probity, honesty and complete respect for confidentiality
- Be in sympathy with the aims and values of the Fabian Society.

Desirable

- Experience of working within the membership or fundraising function of a non-profit organisation
- Experience in using CIVI CRM
- Understanding of data protection legislation

Conditions

The salary scale for Membership Development Officer is £22,500 – £27,500 pro rata. The starting salary would dependent on relevant skills and experience. The remuneration package includes a contribution towards a personal pension plan of 7% of gross salary, and 18 days holiday.

The Society has an equal opportunities policy and aspires to be an equal opportunity employer. We strongly encourage applications from people under-represented at the Fabian Society, including disabled people, and people from a low-income or ethnic minority background.

Please note that the Society has the primary right to the professional services of its staff. No outside activities affecting or concerning the Society may be undertaken without the explicit agreement of the General Secretary.

The post is based in the Society's offices in Westminster, central London.

To Apply

Applicants should send a copy of their CV and a covering letter setting out (1) how their skills and experience meet the person specification for the post (2) their reasons for applying.

Your application should arrive no later than 5pm on Friday 13 October 2017.

We plan to hold interviews during the week commencing 23 October 2017. Please indicate your availability for interview on these dates when you apply.

Please apply by email with the subject line 'Recruitment: Membership Development Officer' to: phil.mutero@fabians.org.uk

Tel: 020 7227 4900

Website: www.fabians.org.uk