

Membership Administrator

Post Title	Membership Administrator
Post Status	12-month fixed term contract
Department/Function	Membership and Marketing
Application Closing Date	23 August 2021
Reference Number	RCPI-32-21

Post Summary

The Royal College of Physicians of Ireland has a global membership of 12,000 doctors and is a leading provider of medical training and education in Ireland and internationally. It also proactively develops and supports campaigns to promote public health to the wider public.

We are looking for a Membership Administrator who will manage our database and support a range of activities to drive membership engagement and grow our subscriptions revenue.

The successful applicant will work within Membership Team in the Public Affairs and Advocacy Function to provide value for our members. The Membership Administrator will play a central role in developing membership benefits and services and the communication of those benefits to key membership segments.

A key aspect of this role will be the coordination of the Annual Membership Subscriptions Process and be part of a team that is growing this revenue stream. Data reporting and management is essential part of this work.

The substantial part of the involves the administration of the Royal College of Physicians of Ireland's Credentials Committee – reviewing applications for RCPI Fellowship and checking the credentials against a list of criteria, preparing the reports for the Credentials Committee, communication with applicants and their nominees and onboarding new Fellows.

What you would be responsible for

Reporting to the Membership and Marketing Manager, duties will involve, but are not limited to:

Membership Recruitment and Retention

- Identifying doctors who may be eligible for RCPI Fellowship and implementing recruitment strategies for Fellowship
- Optimising the joining experience to improve engagement, liaising with new members to communicate their benefits packages
- Implementing members retention campaigns to improve renewal rates
- Maintaining an efficient membership renewal process

- Coordinating the annual subscription campaign, monitor subscription revenue trends and report on a regular basis
- Contributing to the development of new benefits packages
- Meet and exceed the KPIs for efficiency success which should include positive member feedback
- Ensure operational processes, procedures and policies and followed

Fellowship Applications

- Maintaining an efficient fellowship applications process, including coordinating the credentials process for RCPI Fellowship, including organising meetings of the Credentials Committee and assisting the Chair of the Committee and liaising with the applicants and nominators where appropriate during the process, checking the credentials of applicants and communication with Council to get applicants approved as Fellows
- Optimising the admission of new Fellows – ensuring the ceremonies continue to be a key event in the membership journey - liaising with Fellows-Elect, Deans and departments and the events team

Membership Insight, Research and Reports

- Reviewing results from member research and contribute to membership engagement plans
- Creating reports from the member database as required by the business to show trends in membership activity
- Ensuring, in partnership with the IT team, that the member data is collected, updated, stored and used is GDPR compliant and has overview of systems that ensure compliance.

Customer Service

- Providing a personable and professional customer service to our membership and prospective members, including responding to queries and requests for assistance around membership issues

Offer Development and Benefits

- Track usage of membership benefits

Legal Compliance

- Maintain GDPR compliance within a member data context.

Who we are looking for:

The candidate should have:

- Prior experience of working in a membership organisation or providing customer service or customer loyalty programmes is desirable.
- Experience with database and records management with 2-3 years' experience and reporting on data and segmenting data into cohorts
- Proficient with Microsoft Office software and database management software and bulk mailing systems
- Some project management experience
- Experience working with a Committee or a Board
- Ability to work well on your own and troubleshoot and resolve issues independently.
- Strong team player working with other teams with a positive, "can-do" attitude and is flexible.
- Results-oriented with a high level of attention to detail.
- Strong verbal and written communication and interpersonal skills combined with sound judgment is required.

Application Requirements

Candidates should submit a cover letter and CV and specifically address how their experience fits with the requirements of the role. Please answer the following two questions.

1. What are your current salary expectations?
2. What is your current notice period?

You should submit your application, taking notice of the application requirements set out above, to jobs@rcpi.ie

