



VICTORY SERVICES CLUB

JOB DESCRIPTION Membership Assistant

Job Title:	Department:	Responsible to:
Membership Assistant	Membership	Membership Secretary

Primary Role:

- Deliver first-class membership services to existing members and guests
- Product knowledge and delivery
- Deal with members and new applicants efficiently and effectively
- Maintain and enhance effective working relationships
- Exchange information to solve problems and make suggestions for improvements for our Members
- Ensure that all member data is kept confidential

Specific Tasks:

- Operating all software relating to all aspects of Membership Services
- Processing applications by email, mail and in person
- Inputting of new applications after reviewing and confirming eligibility for membership
- Compiling a monthly analysis of office workload statistics
- Processing enquiries, by telephone, email, mail and in person
- Welcoming and assisting members and visitors (internal and external) to the Membership Office with membership-related enquiries
- Managing the office noticeboards
- Processing the daily post
- Processing membership payments including Direct Debits
- Processing Direct Debits online
- Checking the daily cashing-up
- Dealing with Reciprocal Club queries and requests
- Processing resigned and deceased Members notifications on the database
- Preparing and distributing application packs
- Maintaining accurate membership records
- Referring to the VSC Staff Handbook in the first instance for direction and guidance on HR issues
- Attending relevant training events and meetings as required
- Attending events that promote VSC Membership, that may include evening and weekend travel
- Sell tickets for members' events held at the VSC
- Completing other duties as required and appropriate to the post

Resources:

Club 3000
Microsoft Outlook
Microsoft Office
Internet
Copier
Membership Card machine

Health & Safety and Environment:

- Adhere to the direction and guidance given in the VSC Staff Handbook
- Assist, as a Fire Marshal, with evacuation drills in the event of fire
- Undertake First Aid training in order to become an Appointed Person

- Use energy and other resources efficiently and sparingly, recycling waste where appropriate and stopping or reporting any wasteful practices identified.

Previous Experience:
<p>Qualifications:</p> <p><u>Essential:</u> GCSE Maths & English (or equivalent)</p> <p><u>Desirable:</u> NVQ Customer Service / Supervision</p> <p>Experience/Qualities:</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> • Customer service orientated personality • Ability to work calmly and efficiently under pressure. • Ability to process large amounts of data daily • Ability to prioritise work and meet deadlines • Ability to represent the Club at various events where the Club is represented • Ability to work flexibly and contribute as an effective member of a team • A working knowledge of Microsoft Office <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Supervisory experience of dealing with staff and the public in a customer service role • A working knowledge of Club or Hotel establishments • An understanding of the Armed Forces • BACS experience • GDPR knowledge • Gift Aid knowledge

Issued by (name/job title):	Signed:	Date:
Membership Secretary		

Acknowledged by (name):	Signed:	Date:
Membership Assistant		