

## Job description

<b>Job title</b>	<b>Membership and CRM Officer</b>
<b>Division</b>	<b>Community and Professional Development</b>
<b>Tier</b>	<b>Wider Team</b>
<b>Reports to</b>	<b>Head of Society Management &amp; Membership</b>
<b>Direct reports and team</b>	N/A
<b>Overall purpose of the role</b>	<b>Support the growth, engagement, and retention of members for the Society for Endocrinology and its client societies through excellent customer service, high quality data management and analysis and efficient processes.</b>
<b>Key accountabilities</b>	<ul style="list-style-type: none"> <li>• Provides excellent customer service to society members and delegates</li> <li>• Provides CRM and data expertise to support efficient processes, strategic decision making and relevant communications</li> <li>• Delivers key membership and grants operations in an efficient, collaborative and effective manner</li> <li>• Contributes to process and systems improvement within the team and organisation</li> </ul>
<b>Date</b>	January 2026

## Responsibilities

<b>Key responsibilities</b>		<b>% of time</b>
Membership and delegate administration	<ul style="list-style-type: none"> <li>• Manages and administers membership processing and payments across societies, platforms and payment methods</li> <li>• Manages membership renewal processes</li> <li>• Handles membership, registration and general enquiries received by telephone, email and post</li> <li>• Liaises with internal teams to understand plans and priorities and ensure optimal timing and messaging</li> <li>• Drives the development of new or improved membership administration procedures</li> <li>• Works with the Finance team to conduct regular financial reconciliation of membership payments</li> <li>• Attends occasional client conferences and events to promote membership and answer queries face to face</li> </ul>	50%

	<ul style="list-style-type: none"> <li>Processes ad hoc donations as required</li> </ul>	
Grants administration	<ul style="list-style-type: none"> <li>Manages and administers the awarding, processing and payment of grants, liaising with the Finance Team to ensure accurate record keeping and reconciliation</li> <li>Provides support to the Grants Committee, including: meeting planning and logistics; development of papers; managing marking processes; manipulating data; providing reporting and analysis</li> <li>Drives the development of new or improved grants administration procedures and systems</li> </ul>	30%
Data and CRM management	<ul style="list-style-type: none"> <li>Ensures data within membership and grants databases is managed with consistent processes and data standards and in compliance with GDPR and other data protection regulations, and according to Society requirements</li> <li>Liaises with Digital &amp; Data team and external suppliers to troubleshoot, optimise and develop CRM functionality</li> <li>Develops and maintains an in-depth understanding of CRMs and databases used within the organisation, providing knowledge and training to others and documenting processes and database structures</li> <li>Generates regular and ad hoc reports on membership and grants data, with analysis, to inform decision-making and support activities</li> </ul>	20%

## Person specification

Skills and experience	
Technical skills	<ul style="list-style-type: none"> <li>Advanced Excel skills (and ideally Power BI, or willingness to learn and develop skills)</li> <li>CRM/database expertise</li> <li>Proficient in Microsoft suite</li> <li>Data analysis skills</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within a customer-service focused role</li> <li>• Preferably some experience of working within membership organisations or of managing customer subscriptions and payments</li> <li>• Experience of managing complex databases and liaising with database providers</li> <li>• Experience of recording, manipulating, reporting on and analysing data</li> </ul>
<b>Behavioural competencies</b>	<ul style="list-style-type: none"> <li>• Strong organisational skills and ability to multitask and work independently across multiple projects</li> <li>• Proactive, solutions-orientated approach</li> <li>• Ability to adapt approach based on feedback, to achieve the desired result</li> <li>• Strong communication skills – written and oral</li> <li>• Excellent interpersonal skills</li> <li>• Strong attention to detail</li> <li>• Customer focus: Committed to understanding and meeting the needs of customers, ensuring high levels of satisfaction and fostering positive relationships</li> <li>• Resilience: Able to work under pressure and remain professional at all times</li> <li>• Collaboration: Working effectively across all levels of staff within the organisation and all other stakeholders</li> <li>• Cultural Competence: Respecting and valuing diversity</li> <li>• Demonstrates strong self-awareness of own abilities and development needs, responds positively to feedback and proactively seeks out learning opportunities, both internally and externally</li> </ul>
<b>Other relevant requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work occasional additional hours and weekends in the UK or abroad</li> <li>• Holds a valid Passport</li> </ul>