

Job description

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

Responsibilities

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

	<ul style="list-style-type: none"> • Processes ad hoc donations as required 	
Grants administration	<ul style="list-style-type: none"> • Manages and administers the awarding, processing and payment of grants, liaising with the Finance Team to ensure accurate record keeping and reconciliation • Provides support to the Grants Committee, including: meeting planning and logistics; development of papers; managing marking processes; manipulating data; providing reporting and analysis • Drives the development of new or improved grants administration procedures and systems 	30%
Data and CRM management	<ul style="list-style-type: none"> • 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 • Liaises with Digital & Data team and external suppliers to troubleshoot, optimise and develop CRM functionality • 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 • Generates regular and ad hoc reports on membership and grants data, with analysis, to inform decision-making and support activities 	20%

Person specification

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

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