

## TERMS OF REFERENCE

<b>Job Title:</b>	Membership Officer – Individuals & Fulfilment
<b>Team:</b>	Membership
<b>Job Location:</b>	London, UK
<b>Salary Range:</b>	TBA
<b>Benefits:</b>	Pension contribution, private medical insurance, travel insurance, 24 days annual leave (in addition to public holidays)
<b>Start Date:</b>	<b>As Soon As Possible</b>
<b>Duration:</b>	Permanent
<b>Hours:</b>	Full-time (35 hours per week)
<b>Work Pattern:</b>	Hybrid (Tuesday – Thursday) – Office based

## ABOUT IWA

The International Water Association (IWA) is a global network of water professionals with members in over 140 countries. We strive to bring people and institutions together from across the water cycle all working to address the world's most urgent water challenges when and where they arise, from ridge to reef and from catchment to tap as well as to deliver equitable and sustainable water solutions for our world.

The Association publishes 12 scientific journals and 40+ books per year on water management. The secretariat has a worldwide staff with headquarters in London and offices in Nanjing, China and Chennai, India.

## PURPOSE OF THE JOB

We are now seeking a dynamic, proactive, responsive and customer focused **Membership Officer** to join our membership team in London. You will be based at our Docklands, London Offices with hybrid working arrangements. Under the general supervision of the Membership Development Manager, the Membership Officer serves as a key component of the organization's Membership fulfillment team and acts as a point of contact for all current members and prospective members.

## KEY RESPONSIBILITIES

- Addressing membership queries via email on our customer service platform (Zendesk), by phone and later via our CRM (Salesforce)
- Maintain an efficient membership administration, including encoding invoices and payment queries
- Participate in onboarding sessions for new members explaining the benefits of an IWA membership
- Manage and review of Service Level Agreements (SLAs) and performance of external fulfilment
- Maintain and develop strategies for the administration of individual and joint membership subscriptions
- Develop and utilize annual and quarterly data to project targets and deliver results
- Attention to detail, accuracy in updating records and enjoy working with numbers
- Manage all work-related contacts and membership projects/campaign on our CRM database and proactively

identify and suggest improvements for the efficiency of administrative processes

- Carry out administrative duties required to function within the IWA - Ad Hoc duties as required

*The above job description contains a summary of the main duties and responsibilities for this position.*

## **REQUIRED SKILLS, QUALIFICATIONS & EXPERIENCE**

The successful candidate will have:

- Knowledge and understanding of the concept of “membership” with experience working with such networks and/or a willingness to learn
- Experience of working in a membership/professional body or customer focused environment, dealing with enquiries with tact and diplomacy.
- Understanding of data protection policies
- Adept at MS Office, particularly Excel (knowledge of Pivot table would be very useful) Word and reporting software.
- Well-developed communication and interpersonal skills, including demonstrable ability to communicate effectively verbally and in writing (in English)
- Analytical thinking, self-starter, positive attitude and flexibility to manage peaks of pressure
- Adaptable team player, with awareness of sensitivity to the multi-cultural environment in which the IWA operates
- Proactive with the capacity to act on own initiative
- Language: English (Full Professional)

### **Desirable**

- Experience of using CRM systems to run reports, collect and analyse data
- Additional language proficiency (e.g., Chinese/Mandarin, French, Spanish)
- Experience in working across various digital and communications platforms
- Experience of working across different teams or directorate
- Experience in using any Associated membership system such as Sales Force or Microsoft Dynamics

### **Qualifications**

- Eligibility to work in the UK
- Educated to degree-level or professional qualification with at least 2 years work experience preferably in a membership organisation, client relationship environment, communications or similar field