

Membership Administrator

Salary:	£ 25,394 (Band F)
Responsible to:	Member Solutions & Funding Manager
Type of Position:	Full Time - hybrid Working
Annual Leave:	29 Days & 10 Public Holidays (pro rata)

Job Profile

The Membership Administrator will play an active role in SFHA's success by supporting the day-to-day operations of the Membership Team and providing high-quality administrative and business coordination. Working closely with the Membership & Funding Manager, the post holder will help deliver funding streams and strengthen the membership function, ensuring we offer an exceptional service to our members. As a key member of a small, dynamic team, you will contribute directly to delivering excellent services and experiences that our members can rely on.

Main Duties & Responsibilities

Membership

- To support with administration for the membership function
- Update membership details from a variety of sources and ensure database accuracy in our CRM and maintain relevant content of CRM
- Information gathering and assisting with relevant projects
- Prepare briefings for executive team ahead of member visits; produce engagement reports when required.
- Monitor our key member engagement platforms
- Liaise with membership team and communications team to create mailings to ensure members are kept up to date
- Update website with relevant information for SFHA members when required, monitor website content is up to date and accurate
- Support membership manager with member reaffiliation process

- Provide support for events, including managing the Membership stall, coordinating courier and storage logistics for merchandise, and continuous improvements for member engagement
- Support coordination of EDI Network meetings
- Administer SFHA's service, maintaining candidate list and supporting member recruitment queries
- Coordinate member visits by identifying organisations, arranging meetings, promoting internally, and maintaining records

Funding

- To support with administration for SFHA's funding function
- Prepare documents to record relevant information
- Format and personalise Grant offer letters and any other relevant correspondence and save in relevant location
- Process grant offer letters upon completion
- Collate application information and update relevant documents
- Manage email correspondence received via the funding mailbox and direct as appropriate
- Arrange and support meetings with members and external partners
- Gather large amounts of data for reporting and update relevant capture documents
- Ensure payments are recorded accurately and liaise with finance department are aware of payment schedules
- Ensure regulatory requirements are adhered to

Other Duties

- Contribute towards effective knowledge management within the SFHA
- Ensure compliance with and implementation of the SFHA's policies including those relating to health and safety, emergency procedures, equal opportunities, code of conduct and disciplinary procedures
- Offer innovative ways of achieving the business objectives of the SFHA
- Undertake any other duties considered reasonable within the scope and purpose of the post as may be instructed by the line manager
- Responsible for the day to day management and regular review of information held on SharePoint within department folders
- Promote and police the corporate brand in all the SFHA communication channels
- Take notes at meetings as required. Write up and distribute meeting notes accordingly and promptly
- Provide administration support to the Head of Operations of Smart Housing, including scheduling TECH forums and TECH Board meetings, taking minutes, and maintaining the TECH campaign in Salesforce
- Collaborate with the Digital & Data Team on the annual refresh of Scottish Housing Regulator Data

Person Specification

Essential

- Strong written and verbal communication skills
- Excellent attention to detail and accuracy
- Confident with Microsoft Office, especially Excel
- Organised, able to manage multiple priorities at pace
- Flexible, adaptable, and willing to learn
- Professional and collaborative team player

Desirable

- Understanding of housing association sector
- Understanding of membership organisations
- Familiarity with Office 365 and Salesforce

Acknowledgement

This job profile has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. It is expected that the job holder will carry out all reasonable request by Line Managers to facilitate the requirements of the SFHA. These may therefore be subject to future amendments following appropriate consultation.