

Membership Development Officer Job Description

Managed by: Campaign Development Manager

Supervises (joint): Admin Officer

The Membership Development Officer will provide accurate and useful information to the PSC on membership and finances, to enable PSC to use in developing its fundraising and membership strategy. The purpose of this role is to manage PSC's database system, Raisers Edge, and to provide good supporter care to members, affiliates, and donors.

You will be responsible for:

Information management: ensuring PSC's CRM system (Raisers Edge), is accurate and up to date, and works as best it can to meet PSC's needs

- Act as PSC's expert on PSC's CRM, currently Raisers Edge, continually looking for ways to improve PSC's CRM by making best use of member and donor information.
- Financial duties: downloading, sorting, preparing, and importing financial information into Raisers Edge from PayPal, GoCardless, bank accounts and payment systems as required. Working with the Bookkeeper, to ensure financial information is accurate, up to date, and reconciled with other records.
- Reporting: Using RE to proactively provide financial and analytical reports for colleagues and the Executive Committee
- Membership: Responsible for queries relating to membership, process applications and renewals, and develop and implement a strategy to increase membership.
- Managing PSC's relationship with CRM supplier (currently Blackbaud) and dealing with related IT issues
- Developing and implementing training and guidance for other members of the team – ensuring that PSC team members can use Raisers Edge consistently and effectively for campaigning and admin purposes.
- Providing good supporter care, ensuring that members and affiliates have their membership and financial data recorded accurately.

You will support:

- Working with Campaign Development Manager, provide ongoing and proactive engagement with supporters including leading on and overseeing thank you process
- Supervising the Admin Officer alongside the Admin Manager
- Supervising and delegating to volunteers as appropriate
- Support the bookkeeper in providing accurate and timely financial data.

As a member of the admin team you will:

- Work with admin team, providing support to colleagues where necessary
- Support the Campaign Development Manager to ensure PSC complies with the Data Protection Act

Flexibility:

- In order to work effectively in a changing environment other tasks may be requested

Personal Specification

Essential:

- Be able to demonstrate knowledge and experience of using a CRM system (Raisers Edge or similar) in a campaigning context and for membership
- Experience of providing high quality supporter care to members and donors
- Experience of supervising staff and delegating work to volunteers
- Experience of preparing and importing financial information into a CRM system
- Experience of using a CRM system to produce relevant and accurate reports
- Support for the aims and objectives of PSC

Desirable:

- at least one years experience of using Raisers Edge or similar
- Working collaboratively in a small office team.
- Experience of fundraising for a campaigning organisation
- Experience of working for social justice, or Palestine-related issues

Skills:

- Attention to detail, accuracy and numerate
- Excellent organisational skills
- Excellent communications skills
- Ability to manage competing demands and prioritise workload
- Strong analytical and problem solving skills with the ability to think creatively and strategically