**JOB DESCRIPTION**

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| Job title: | | Membership Services Officer |
| Reporting to: | | Senior Membership Services Manager |
| Team working with | | Membership services team including membership, accreditation, public enquiries, advertising, groups coordination and experts |
| Job purpose: | | To be a first point of contact, offering excellent customer service and supporting the team to deliver our services to a range of APIL members, staff and the public |
| Specialism | | Expert witness |
| Responsibilities | | |
|  | Act as the first point of contact for calls/website/email/chat room across all membership services team activities. Ensuring an excellent experience to all, offering/escalating new ideas to maintain the standards, processes and experiences. Recording all engagement/interactions and follow ups to provide a seamless service | |
|  | Work collaboratively with the membership services team and wider internal teams to support all membership services team related activities as and when required with a focus on public enquiries, members and experts. | |
|  | Produce accurate reports for specialism within an agreed framework, share achievements and offer solutions and ideas for continuous development and growth | |
|  | Achieve standards/targets for specialist areas of work for service delivery, growth, quality and income in collaboration with the membership services team and offer ideas for continuous improvement. Support with any satisfaction/feedback initiatives to ensure our offer/services suits the needs of our audience | |
|  | Collaborate with the team to ensure the processes, income opportunities, engagement and service delivery for specialism areas of work are delivered to agreed timescales to a quality standard, escalating any improvements as and when | |
|  | Coordinate, co-produce and deliver the project plan assigned activities for specialism area of work with regular support/collaboration with Line Manager. Implement new ways of working for specialism area of work, sharing learnings across the membership services team | |
|  | Support and participate in any growth/call campaigns as and when required to ensure we remain competitive, grow and deliver services bespoke to the needs of our sector audience | |
| 8. | Regularly review our communications, service delivery and marketing touchpoints for specialism area of work including website and social media to ensure they are accurate and accessible. Regularly share ideas for improving our brand profile and how we can widen our audience | |
| 9. | Develop knowledge of specialism area of work and share learning across the membership services team. Develop awareness of the other products, services offered by APIL and other likeminded organisations and offer ideas to increase our reach and/or develop new products/services | |
| 10. | Any other duties necessary for the post | |