

Dear Candidate,

Thank you for your interest in the role of Membership Officer at the Chartered College of Teaching.

The Chartered College of Teaching is the professional body for teachers in England. We are working to celebrate, support and connect teachers to take pride in their profession and provide the best possible education for children and young people.

Vision: Teachers are working in a research-informed way to provide the best possible education for children and young people.

Mission: We celebrate, support and connect teachers to provide world-class teaching benefiting pupils and society. Together we will raise the status of the teaching profession.

The profession is facing several challenges:

- 1 in 10 teachers are leaving the profession (for reasons other than retiring)
- More than 27,500 teachers who trained 2011-2015 had already left the profession by 2016
- The average teacher in England spends only four days on CPD per year, compared to a global average of 10.5 days
- Teachers are at risk of burnout due to high workloads and expectations.

By raising the status of teaching as a profession, we aim to create a world where highly skilled, passionate and competent people become the visionary and inspiring teachers of the future.

The Chartered College of Teaching is seeking to recruit a Membership Officer to join our growing team. This is an exciting opportunity for those who want a fast paced career in membership where you can develop your data and customer relationship management system skills, as well as make a hugely positive impact on the organisation.

We are looking for a highly capable and driven individual for a busy and challenging role. You will work closely with the Head of Memberships and Member Engagement Manager to deliver highly effective sales, marketing, engagement and retention strategies. To excel in this role, you will ideally have experience of delivering high quality customer service and a strong attention to detail.

We look forward to hearing from you.

Yours sincerely,



Professor Dame Alison Peacock, Chief Executive

Job description

Job Title:	Membership Officer
Location:	Office based (currently Euston, London)
Hours:	35 hours per week
Salary:	£23-25k per annum depending on experience (pro rata)
Contract:	Permanent
Reporting to:	Member Engagement Manager

About the Chartered College of Teaching

The aim of the Chartered College of Teaching is to improve the quality of education for children and young people. We support teachers, champion great teaching and raise the status of the profession so that teachers are working in the most effective, informed way to provide the best possible education for children and young people now, and in the future.

Job purpose

As the Membership Officer, you will be responsible for delivering high quality customer service for the Chartered College of Teaching's members. You will be part of a small and committed team that aims to deliver highly effective sales, marketing, engagement and retention strategies. Day-to-day, you will be the primary point of contact for our current and potential members and you will play a key role in managing and reporting membership data.

Responsibilities:

- Providing excellent customer service and being the first point of contact for potential and existing members by managing our membership inbox and telephone line
- Managing all queries and cases to ensure that they are responded to professionally and within 5 working days
- Pursuing opportunities for membership and supporting the membership team to secure sales on the telephone and email
- Ensuring that member data is accurate and regularly importing and manipulating data sets in excel
- Presenting, formatting and analysing data in a variety of ways to report to senior colleagues and stakeholders
- Inputting data into the College's Salesforce CRM system and ensuring colleagues in the organisation are doing so consistently. Being our 'go to' person for all sales and member data
- Developing and updating our existing user guides documenting key CRM processes
- Liaising with the College's membership card service provider accurately and in a timely data manner to ensure that member welcome packs and cards are received swiftly

- Supporting our Fellowship admissions process by working with the Head of Membership to assign applications for review in line with our quality assurance policy and using our marketing software, Dotdigital to admit Fellows
- Gather and manipulate member data to support our annual elections as well as liaising with our elections provider
- Arranging and participating in meetings, including the fortnightly office meeting, and other activities as required
- Attending and participating in CPD learning activities and training to maintain and develop your knowledge and skills
- Performing other activities as and when required in order to support the wider team achieve our membership targets

Skills and Experience required

Knowledge, Qualifications and Experience:

- Educated to degree level, or equivalent work experience that demonstrates equivalent ability to analyse information and data
- Experience of delivering high quality customer service in an external facing role where you understand the importance of future and current customers
- Experience of Salesforce or other CRM systems
- Intermediate/advanced skills in MS Excel, with the ability to execute formulas and analyse large amounts of data
- Knowledge of GDPR and how it relates to the storage, retention and use of personal data

Skills/Characteristics

- Exceptional customer service skills
- Strong attention to detail
- Excellent interpersonal skills
- Excellent written and oral communication skills, with impeccable phone manner
- Highly effective organisational skills, with ability to manage a varied workload
- Calm and resilient, with ability to work well under pressure
- Adopts a professional and responsible approach
- Sound analytical skills, with the ability to work with large volumes of data

Application Process

To apply for the role you will need to upload your CV and cover letter at <https://workable.com/j/F72A136346>

We encourage you to apply promptly as we will be reviewing applications as they are received and may complete the process earlier than expected if an excellent candidate is identified at an early stage.

Your Personal Data

As part of any recruitment process, the Chartered College of Teaching collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Pre-employment checks

All conditional offers of employment are subject to:

- Two satisfactory references
- Proof of qualifications
- Eligibility to work in the UK

Queries

If you have any questions or queries about this role or wish to discuss the position then please contact Alexandra Tanner, Member Engagement Manager at atanner@chartered.college with the title 'Membership Officer'.

The Chartered College of Teaching's benefits

The Chartered College of Teaching offers several core benefits to all employees, in recognition of the dedication of our employees:

- Pension: The Chartered College offers a competitive 8.5% employer contribution to the NEST pension scheme.
- Annual leave: The Chartered College of Teaching offers a generous holiday allowance of 28 days (pro-rated for part-time staff) in addition to the normal bank and public holidays.
- Flexible working: Flexible working may include but is not limited to: working from home, flexible working hours (e.g. hours different to the 9am-5pm standard contract hours), compressed hours and part-time working.
- Travel: The Chartered College of Teaching offers an interest free loan for a season ticket.
- Cycle to work scheme: The Chartered College of Teaching provides a tax efficient way to purchase a bicycle.
- Training and Development: The Chartered College of Teaching encourages all employees to engage in professional development to support development needs.