



Role Profile: Sport

Reviewed: Jan 2019

Role title:	Membership Team Administrator
Delivery Area:	Sport
Reports to:	Membership Team Leader
Role Purpose:	
<p>We aim to encourage greater and more active participation across our sport, supporting consistent high performance at all levels. To support this aim, we continually strive to retain and attract members by providing excellent front line services.</p> <p>Our Membership Team work daily to register new horses and riders, maintain and update membership accounts, and answer queries from Members that reach us by telephone or email. They hold a breadth and depth of knowledge on Membership options and targeted schemes such as Just for Schools and Club membership types.</p> <p>Reporting to the Membership Team Leader, the Membership Team Administrator ensures that administrative duties are carried out and processes are followed to ensure the effective and efficient running of the team, resulting in a great Member experience.</p>	
Key Accountabilities:	
<p>To provide an efficient and effective service to Members through:</p> <ul style="list-style-type: none"> • Providing a key point of contact for all Members of British Showjumping. • Delivering a first class customer experience upon contacting British Showjumping. • Dealing with all enquiries in a professional and courteous manner, on the telephone or via email. • Offering administrative support and data entry through company systems following set procedures, particularly in relation to membership and registrations, change of ownership and renewals for example. • Managing contact with international Federations to ratify foreign horses' winnings abroad prior to registration. • Scanning and electronic filing of documents. • Providing reports as and when required. • Collation and administration of all outgoing post from British Showjumping. • Oversee and process membership cancellations and refunds where applicable. • Administration and processing of fines. 	

- Administration of passports
- Reception duties
- Any other duties as directed by the Membership Team Leader.

Person Specification:		
Knowledge and experience:	Essential	Desirable
Working knowledge of the contact centre/service industry environment	✓	
Working knowledge and experience in working within a Membership based organisation.		✓
Experience of delivering to tight timescales.	✓	
Knowledge of equestrian sport beneficial but not essential.		✓
Skills and abilities:	Essential	Desirable
Excellent oral and written communication skills.	✓	
The ability to manage a varied and complex workload.	✓	
Confident and professional telephone and email manner.	✓	
Listening skills, to understand exactly what Members want.	✓	
Problem-solving skills.		✓
The ability to relate to a geographically dispersed membership with limited face-to-face contact.	✓	
A strong level of IT literacy, including MS Office.	✓	
Personal style and behaviour:	Essential	Desirable
Confidence, patience, politeness, tact and diplomacy when dealing with difficult situations.	✓	
A team player - both internally and externally. Happy to "roll sleeves up" as required.	✓	
Customer service focus.	✓	
Excellent attention to detail and a methodical and organised approach to work.	✓	