

**VICTORY SERVICES CLUB
JOB DESCRIPTION**

Job Title:	Department:	Responsible to:
Membership Secretary	Membership	Finance & HR Director

Key Roles:
<ul style="list-style-type: none"> • Providing first class membership services to Club members • Developing, planning and delivering the Club's Second Charitable Objective: to support serving or ex-serving personnel who face hardship or distress • Maintaining accurate and confidential Membership database • Meeting or exceeding financial targets set for subscriptions and Club Shop sales • Maintain and enhancing effective working relationships within the Club and with external agencies

Supervisory Role:
To manage the Membership Office including two Assistant Membership Secretaries.

Specific Tasks:
<ul style="list-style-type: none"> • Managing the processing of Club membership applications and renewals, including the verification of applicants' eligibility • Managing and developing (in conjunction with the Club's IT systems partner) the membership database • Managing the processing of subscription payments, including effecting the Direct Debit process • Meeting financial targets in the Club's annual Business Plan for subscriptions and the Club Shop • Providing periodic statistical inputs to reports to the Club's Senior Management Team and Trustees • Managing the Respite and Welfare Breaks Scheme and liaison with other Club staff to ensure success • Developing and delivering the programme of 'Second Charitable Objective' activities • Ensuring Membership Office mail correspondence, and telephone and answerphone enquiries, are answered efficiently and effectively • Managing face-to-face enquiries from members and prospective members efficiently • Managing Reciprocal Club queries and requests • Management of the Club's reading book library (very informal lending arrangements) • Management of the Club's art collection • Conducting tours of the Club facilities for prospective or new members • Attending and contributing effectively to meetings with staff and management as required • Support to Club and wider events such as Members' Evenings and Remembrance Sunday • Completing other tasks as sought by the Support Services Director or CEO • Following successful completion of probationary period, undertaking training to allow inclusion on the Duty Manager rota (usually 2-3 12-hour duties per month)

Resources:
Club 3000 (Infodata) Microsoft Outlook Microsoft Office Internet Copier Membership Card machine

Health & Safety:
<ul style="list-style-type: none"> • Adhere to the direction and guidance given in the VSC Staff Handbook • Assist, as a Fire Marshal, with evacuation drills in the event of fire • Undertake First Aid training in order to become an Appointed Person • Use energy and other resources efficiently and sparingly, recycling waste where appropriate and stopping or reporting any wasteful practices identified.

Previous Experience:
<p>Qualifications:</p> <p><u>Essential:</u></p> <p>GCSE Maths & English</p> <p><u>Desirable:</u></p> <p>NVQ Customer Service/Supervision</p> <p>Experience/Qualities:</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> o A proactive approach. o A strong team ethic. o Emotional intelligence, and extensive and successful customer service experience. o Excellent written and spoken English. o Proven administrative and IT capability, a high level of attention to detail, and the ability to prioritise effectively. o A good working knowledge of Microsoft Office o The ability to manage large volumes of emails and other forms of correspondence professionally and systematically. o Ability to represent the Club effectively at periodic external events <p><u>Desirable:</u></p> <ul style="list-style-type: none"> o Experience of previous employment in the Third Sector o A working knowledge of Club or Hotel establishments o An understanding of the Armed Forces o BACS experience o A good working knowledge of Infodata Systems (desirable). o Experience of using the BACS payment system (desirable).

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Staff Directly Managed:
<ul style="list-style-type: none">• Membership Assistant 1• Membership Assistant 2

Issued by:
Human Resources Department
Date:

Acknowledged by:
Membership Secretary
Date: