

Membership Officer

August 2023

ABOUT THE ORGANISATION

The [Aldersgate Group](#) is an alliance of leaders from business, politics and civil society that drives action for a sustainable and competitive economy. Our members include some of the largest businesses in the UK from a wide range of economic sectors, leading NGOs, professional institutes, public sector bodies and academic institutions.

We are politically impartial and champion the significant role of the business sector in moving the UK towards a zero carbon, resource efficient and nature positive economy. Our work is supported by a highly knowledgeable and multi-sectoral Board of Directors, chaired by the Rt Hon Theresa May MP.

The Aldersgate Group carries out research across climate change and environment policy, publishes policy reports, holds roundtables and high-profile public events, works closely with decision-makers and is active on social and mainstream media.

WHY JOIN US?

The Group is at an exciting inflection point in its development. The Secretariat has expanded in recent years, reflecting Aldersgate's success in supporting members and delivering strong results. A new Executive Director has just joined to take the organisation to its next level under the guidance of an actively engaged Board. The Aldersgate Group has a unique opportunity at this moment in the political cycle to deliver a clear cross-sectoral call to action based on robust, collaborative policy development.

The Secretariat team is 10 strong, with roles split across policy development, external affairs, communications, and operations.

JOB DESCRIPTION

Main duties and responsibilities:

Membership

- **Membership process:** support the Operations Manager to engage future and current members, through maintaining the membership database, handling applications, completing due diligence on potential members, onboarding new members, and providing a high-quality membership experience.
- **Membership administration:** track membership payments, issue invoices and answer membership queries.
- **Member events support:** work with the Communications team to prepare for and run virtual and in-person events, including arranging location and catering, handling RSVPs and transcribing minutes.
- **Membership communications:** provide proof-reading assistance and feed into members updates.
- **Membership growth:** feed into and help to roll out the membership growth and retention strategy.

Organisational support

- **Provide external events assistance:** help with event coordination, including proofreading invitations, arranging location and catering, supporting the RSVP process and transcribing notes at events.
- **Provide internal events assistance:** assist with the planning and arrangements of Board and staff events.
- **Proofreading and communications support:** help to keep the website up to date, proofread reports and communications, and provide back up on social media.
- **Operational support:** respond to general enquiries and support the Operations Manager on organisational tasks.

This is not to be read as an exhaustive list of tasks and responsibilities. Although this is a broad-based role, the weighting of different elements will vary depending on the successful candidate's skillset.

PERSON SPECIFICATION

- Experience of working in an administrative role, customer service or membership relations role in a dynamic setting.
- Experienced and competent in using IT, particularly MS Office, with an interest in developing its contribution to task management within the organisation.
- Experience of project management and events organisation.

The successful candidate will also:

- Have excellent time management, administrative and organisational skills.
- Have core values aligned to the organisation and a genuine interest in our purpose.
- Be a confident team player with excellent interpersonal skills and a willingness to be flexible and adaptable.
- Possess strong written and oral communication skills.
- Demonstrate excellent attention to detail.
- Be highly motivated, proactive, and enthusiastic with the ability to work independently, using own initiative.

TERMS OF EMPLOYMENT

Salary	£32 to £34k per annum pro rata, dependent upon experience
Contract	Permanent
Hours	Our core hours are Monday – Friday, 9:00am – 5:30pm. We are open to consider full-time, part-time, and flexible working requests.
Leave	25 days per annum pro rata, plus bank holidays
Location	Central London (zone 1), with the option to work remotely for part of the week

APPLICATION PROCESS

Please email your CV (max two sides) and covering letter (max one side) to Anne Smellie (info@aldersgategroup.org.uk). **The closing date for the receipt of applications is 9am on Monday 18th September.** Applications received after this time will not be considered. Unfortunately, we are unable to provide individual feedback on applications.

Successful applicants will be invited to interviews (in person or virtual depending on circumstances) on **week commencing 2nd October**.

EQUAL OPPORTUNITIES

The Aldersgate Group is a multicultural team. We are fully committed to equal opportunities, and we are actively seeking to increase the diversity of our workforce. We strongly encourage eligible candidates from Black, Asian, or other ethnic minority backgrounds, as well as candidates with disabilities, as they are currently under-represented in our workforce.