

Membership Support Assistant

Location:	Flexible - Co-operative Party office in London (when re-opened) or homebased
Salary:	£21,069 – 25,751 (outside of London) or £23,197-£28,352 (inner London) per annum pro rata, plus generous annual leave, pension contribution, life assurance and recognised trade union
Hours:	3 days per week (occasional evenings and weekends).
Contract:	Fixed term contract for 12 months.
Closing date:	Friday 21 st January
How to apply:	Click here to apply online.

Purpose of the role

Supporting the work of the Membership and Party Support teams to build our membership whilst ensuring it is diverse, active and engaged.

Specific Responsibilities

Working with staff, members and local Parties to ensure:

- Delivery of the Party membership strategy in particular the recruitment and retention of members.



- Administration of processes relating to membership renewals and new members, including updating personal details.
- Handle and respond to enquiries from the public, members and local party officers.
- Ongoing management and maintenance of the new national membership database and associated data and processes.
- Process membership payments and donations ensuring they are accurately recorded.
- Provide administrative support to the team to help deliver on the Party's aims and objectives.
- Support the delivery of the Party's membership and supporter experiences with particular focus on membership retention.
- Support the delivery of other Party functions including conferences and other events, communication to members and local party activity.
- Any other duties as might reasonably be expected as assigned by the Assistant General Secretary or General Secretary.

Key relationships

Internal

- Excellent relationships with whole staff team
- Local officers and volunteers within the Party
- Individual members of the Party.

Person Specification

Experience

- Experience of membership systems and processes.
- Experience of database management and supporting and developing membership journeys.
- Desirable experience of using Mailchimp, Stripe and CiviCRM



**co-operative
party**

Knowledge

- Understanding of GDPR and data protection.

Skills

- Great written and verbal communication skills.
- Ability to work on your own initiative, prioritise work and manage workload effectively
- Ability to build positive working relationships

Personal Attributes

- Commitment to co-operative values and the work of the Co-operative Party
- Enjoys a fast-paced environment