



## JOB DESCRIPTION

<b>JOB TITLE</b>	Membership Administrator
<b>REFERENCE No.</b>	VBE040
<b>REPORTS TO</b>	Membership and Marketing Manager
<b>DIRECT RESPONSIBILITY FOR</b>	None
<b>BASED AT</b>	Volleyball England, SportPark, Loughborough University, 3 Oakwood Drive, Loughborough, Leicestershire, LE11 3QF

## JOB PURPOSE

To provide an effective and efficient administrative service to members and stakeholders of Volleyball England.

## KEY RESPONSIBILITIES

### 1. Membership and Marketing Administration

To provide administrative support for Membership to include:

- a) Administration of club affiliations and individual registrations.
- b) Production and despatch of member information packs and registration certificate/cards.
- c) Maintenance of subscriptions and production of mailing lists.
- d) Maintenance of accurate membership records.
- e) To administer the production and dispatch of 3Touch Volleyball Magazine.
- f) To administer electronic newsletters including Inside Views and E-News.
- g) To administer the development and ordering of marketing materials.

### 2. General Administration

Working with the other administrators to provide an efficient front line service including:

- a) Handling and responding to general enquiries and correspondence.
- b) General administrative duties including handling incoming telephone calls and handling incoming and outgoing mail.
- c) Maintaining accurate records for officers of the association, partners and suppliers.
- d) To assist with the administration of CRB checks.
- e) To provide cover for the Business Support Administrator, Competitions Administrator and Talent Administrator when required.

### 3. Administrative Support

To provide administrative support to the Membership and Marketing team including:

- a) Photocopying, filing, making telephone calls, word processing, arrange/convene meetings, minute taking and deal with correspondence and messages.

- b) To assist with the preparation and distribution of documents, information and resources for meetings, conferences and events.
- c) To provide administrative support for events and conferences.
- d) To make travel arrangements and hotel bookings.
- e) To provide cover for other members of the Membership and Marketing team when necessary.

**4. Information Technology Support**

- a) Assisting with the maintenance of content on the Volleyball England website.
- b) Maintenance and administration of information submitted from the Volleyball England website.
- c) Retrieval and collation of data, using the information database providing information and summary reports on behalf of colleagues as required.

**5. Any other duties of a similar nature as directed by the Membership and Marketing Manager.**

## PERSONAL PROFILE

Essential	Desirable
A good level of computer literacy including previous experience of using Microsoft Office products. Good word processing and keyboard skills.	Previous experience of using management information systems and databases.
Understanding of general office systems, including filing, post handling, record keeping. A high degree of efficient administrative organisation.	
Sound written and oral communication skills including a pleasant telephone manner.	
Ability to meet deadlines, systematic approach to tasks with efficient time management skills including the ability to work under pressure.	
Ability to work on own initiative and co-operatively with colleagues.	
Attention to detail and ability to maintain accurate records.	
Seeks continuous personal improvement and professional development.	

## CONTRACTUAL DETAILS

<b>JOB TITLE</b>	Membership Administrator
<b>SALARY</b>	£13,000 - £15,000
<b>TENURE</b>	Permanent
<b>ANNUAL PAID HOLIDAY</b>	22 days (pro-rata for part time workers) per year, increasing to 25 days (pro-rata for part time workers) in the second (and subsequent) years of service.  8 Bank/Public Holidays  2 <sup>1</sup> / <sub>2</sub> Privilege Days
<b>HOURS</b>	35 Hours Per Week
<b>NOTICE PERIOD</b>	4 Weeks

The post is non-pensionable, however there is provision for a stakeholder pension scheme.

A no-smoking policy is operational in the National Office and VE cars.

Volleyball England has an equity policy and is committed to equal opportunities. The equity policy can be found on [www.volleyballengland.org](http://www.volleyballengland.org).

Volleyball England is committed to best practice in the care of children and as such this post will be subject to a Criminal Records Bureau check. The child protection policy can be found on [www.volleyballengland.org](http://www.volleyballengland.org).

*This job description is not exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the company.*

Updated July 2013