Job Description
Membership and Services Officer

Job Title: Membership and Services Officer

Reporting to: ARC England Director

Location: ARC Office, Chesterfield

Hours of Work: 35 hours per week

Scale: 4 (starting at £17,546)

Main Purpose of Job

1. To increase the membership base of ARC England.
2. Promote membership benefits, ARC training, events and consultancy.
3. Facilitate communication and liaison between members and sector stakeholders, such as regulators, commissioners and policy makers.
4. Provide accurate, up to date information to members on issues that affect learning disability service providers by remaining up to date with developments within the sector.
5. To help seek out funding opportunities and prepare bids with support from the Director.

Key Tasks

Relationship Management - To develop and maintain strong relationships across the sector, most importantly with our members.

1. Act as the first key point of contact for ARC England members - by phone or email.
2. To attend meetings on behalf of the England Director (as requested).
3. To share relevant information to members in a timely manner.

Administration

4. Support the co-ordination of regular regional networks, events and conferences.
5. Schedule and process annual member renewals in March of each year. Follow up with members as required to prompt renewal and/or re-iterate benefits of remaining an ARC member to maximise retention.
6. Design ARC England's Annual Review.
7. Manage all data in relation to our members by regular contact with nominated contacts, monitoring provider websites and shared internal information. This includes updating and maintaining ARC England's database to ensure accuracy of key contact information, recording of size and geographical reach of providers etc.
8. To pro-actively prepare Membership packs and other resources/materials prior to meetings and events.

9. Evaluate and analyse the impact of ARC events/initiatives and follow up with members/customers by use of Survey Monkey, follow up calls/emails and gathering of feedback to shape our work going forward.

Promotion of ARC products and services

10. To identify opportunities to promote ARC products, training and qualifications and other services by pro-actively engaging with members and potential customers.
11. To seek funding opportunities for project development and assist with bid writing with appropriate managerial support.

General

12. Participate fully in support, supervision, training and development activities and team meetings.
13. Any other duties relevant to the post, as guided by the ARC England Director.

PERSON SPECIFICATION – Membership and Services Officer

Requirement	Essential /Desirable
Qualifications:	
• GSCE or equivalent in Maths and English	E
Experience:	
• Some experience of organising meetings and events	E
• Experience of working with a contact database	E
• 2+ years of experience of the Health and Social Care sector	D
Knowledge:	
• Understanding of issues faced by organisations providing support to vulnerable people	D
• Understanding of latest policy developments and best practice in respect of people with a learning disability	D
Skills & Competencies:	
• Ability to communicate effectively and imaginatively through a variety of formats, including social media, written word and have a good telephone manner	E
• IT competent in Microsoft Office	E
• High levels of attention to detail	E
• Ability to organise own time, prioritise and manage a busy workload	E
• Ability to engage with key stakeholders, influencing and connecting with target groups	E
• Ability to identify issues, develop new ideas and solutions and quickly grasp complex ideas and be able to translate them into plain English	E
Personal Attributes:	
• Ability to work in a flexible manner	E
• Extremely organised	E
• Enterprising, pro-active, diligent, and a quicker learner	E
• Team player	E