

**Title:** Membership Co-ordinator

**Based at:** Scottish Land & Estates' Headquarters, Musselburgh

**Line Manager:** Head of Business

**Salary:** £22,000 pro rata, depending on experience.

**Contract:** 28 hours per week, which can be worked flexibly across 5 days.

Working with and assisting Senior Management Team, HQ and Regional Staff, this role provides the first point of contact for members and is critical to member service delivery, recruitment and retention.

For more information on this role, please see the job description below or contact Tony Stevenson on 0131 653 5400 for a confidential chat.

To apply, please send your **CV** and **covering letter** to [joyce.karch@scottishlandandestates.co.uk](mailto:joyce.karch@scottishlandandestates.co.uk) by noon on Wednesday 18<sup>th</sup> July 2018.

### **Scottish Land & Estates**

Scottish Land & Estates is the voice of rural businesses throughout Scotland. We are a membership-based organisation representing a wide range of rural businesses, including farmers, foresters, tourism operators, housing providers, leisure companies, and renewable energy providers. Our members play a critical role in ensuring sustainable, healthy and empowered rural communities, providing housing, employment and a wide range of economic, environmental and social benefits.

Scottish Land & Estates strives to have the true value and contribution of landowners recognised and valued both publicly and politically and aims to promote the contributions of landowners and estates, to protect property rights, to ensure appropriate business and regulatory framework for members' interests and to play a key role in maintaining and delivering sustainable rural communities.

### **Job Description**

You will be required to support the membership team in a variety of tasks, in particular:

- Dealing with enquiries from members and potential members
- Responsibility for all aspects of the membership Act database
- Providing a key role in recruitment and retention of members including dealing with membership queries, processing membership applications, managing prospect pipeline and providing support to the recruitment process.
- Assisting in the production and updating of recruitment material and application forms
- Dealing with subscription renewals
- Assisting with member communications through a variety of means
- Managing membership related tasks allocated to other staff
- Production of membership reports
- Dealing with member access to benefits and services
- Providing membership related support to regional and policy staff
- Working with finance function to keep membership records and status up to date
- Assisting with gathering of membership information
- Carrying out member satisfaction surveys
- Assisting with the delivery of events, including taking bookings, invoicing and attending certain key events
- General office duties as would be expected in a busy office environment

### **Experience, Skills, and Knowledge**

- Self-motivated, and able to work on own initiative
- Experience of directly working with customers, clients or members
- Skilled in use of database, preferably Act
- Skilled user of excel and other MS office products
- Knowledge of accounts processes and software is desirable but not essential (Sage/Xero)
- Able to prioritise workload and work to deadlines
- Excellent communication skills and personable telephone manner
- Attention to detail
- Solution focused

### **How to Apply**

Please send your CV and a brief cover letter, which outlines your experience, skills and knowledge, as listed above, to Joyce Karch at [joyce.karch@scottishlandandestates.co.uk](mailto:joyce.karch@scottishlandandestates.co.uk).

**Deadline: Noon on Wednesday 18<sup>th</sup> July 2018.**