**Job Description: Membership Manager**

*The Nuclear Institute is a registered charity – and acts as the Learned Body and Membership Society for the Nuclear Industry. The Nuclear Institute conducts educational and outreach activities, organises events and conferences, produces a respected industry journal, and supports professionalism within the industry and of our members. The Nuclear Institute works closely with other organisations within the industry, as well as the Engineering and Science Councils which licence the Nuclear Institute to register professionals as Chartered Scientists, Engineers and Environmentalists. The Nuclear Institute carries out these activities through the generous support of our volunteers, with a small headquarters team providing support.*

**Role description**

This is an ideal opportunity for someone with a track record in and who is highly competent in the use of CRM systems. Responsible for the all grades of individual and company members, both recruitment and retention, this is a role for a high-flyer looking to develop their skills acquired in another professional membership body. This is a pivotal role for the organisation so a real team player is a must.

**Responsibilities**

Main duties include:

* Ensure a fast, accurate service for all professional membership applications.
* Manage professional membership applications process and improve turnaround times.
* Support the Membership Committee as secretary and ensure actions are followed through.
* Manage all reporting requirements to the Science and Engineering Councils and Society for the Environment to maintain our licence.
* Manage recruitment to the company membership scheme (CMS) in liaison with the Stakeholder Engagement Manager.
* Assist the Stakeholder Engagement Manager to service the CMS company contacts to ensure quality service.
* Manage the CMS renewals process including accurate invoicing and accounting for members’ subscriptions via the CMS.
* Issue welcome packs to new members.
* Manage the renewals process to ensure prompt collection of membership subscription renewals and devise and implement follow-up programme to minimise lapsers.
* Support new member acquisition via marketing campaigns, writing articles and communications in co-ordination with the Marketing and Communications Officer, attendance at events and active promotion.
* Manage and improve continuous professional development (CPD) monitoring.
* Recruit, support and grow the pool of volunteer assessors
* Take overall responsibility for the CRM requirements of the NI and support team members in its effective use.
* Maintain and report on membership data and monitor the use of the CRM by all staff to ensure continuing quality of data.
* Other tasks to support the CEO and others as necessary.

**Skills and experience requirements**

**Essential**

* Excellent written and verbal communication skills
* Excellent skills in use of at least one membership-specific CRM including producing reports and exporting data
* Strong time management and project management skills
* Experience in working within a membership organisation
* Ability to work in a small team with minimal direction
* Excellent customer service skills
* Commercial focus and understanding

**Desirable**

* Experience of registration schemes, especially engineers (EngC)
* Experience of working with volunteers

**Travel**

There will be travel and occasional out of hours working to support membership and events.

**Location:** Monument/Bank, London

**Reporting to:** CEO

**Application Procedure**

Please send a CV (max 2 pages) and a covering letter outlining your particular suitability against the key skills required to [hr@nuclearinst.com](mailto:hr@nuclearinst.com).