

Membership Officer

Job Description

Full time, part time requests considered

Hybrid working, London-based offices

Salary: £30,000 - £32,000 per annum, pro rata + 11% pension, 25 days holiday plus Bank Holiday and Christmas closure

We are committed to CaSE being a diverse and inclusive workplace, where everyone can thrive. We welcome applications from all individuals and aim to make our recruitment processes as inclusive as possible.

APPLICATION DETAILS

To apply for this role, send CV and cover letter to recruitment@sciencecampaign.org.uk

Application deadline: 12th January 2025

ABOUT CaSE

The Campaign for Science and Engineering (CaSE) is the leading independent advocate for science and engineering in the UK. CaSE works to put science and engineering at the heart of the UK's future. CaSE does this by raising the political and public profile of science and engineering by conveying its economic and cultural importance. The strength of our policy advocacy is due to our political networks, independent analysis, broad membership, and responsiveness.

We have an excellent track record of influencing policy and media at the highest levels, and focusing on the important and exciting issues facing the science and engineering sector in the UK. We want the UK to have world-leading research and education, skilled scientists and engineers, and innovative businesses.

[CaSE is a membership](#) organisation funded by around 450 individual members and over 100 organisations including industry, universities, learned and professional bodies, and research charities that all recognise the importance of science and engineering for the UK.

JOB ROLE

This is a fantastic opportunity for someone to join a small team that creates a big impact in the science and engineering community. The role is a new position created as part of an ambitious plan to support the organisation in growing its membership over the next 5 years. You'll be at the heart of a deeply collaborative team and working closely with the Public Opinion Team, Communications Manager, and a well-established Policy team.

With a focus on business to business membership, CaSE offers organisations the opportunity to influence and take part in our policy advocacy, receive our updates and insights and be a part of a

broad and exciting network. This role will make up a vital part of enabling organisations to make the most of their membership and engagement with CaSE.

Reporting to the Director for Sector Engagement, this role will look to support CaSE in creating a more engaging experience for members, in particular:

- **Membership renewal**, supporting the membership renewal process including the sending out membership renewal letter and invoices
- **Processing membership applications**, bringing together a membership pack of current material and to ensure all the required information has been collected and updated in the customer relationship management (CRM)
- **CRM database**, Regularly update and maintain CRM records, including event attendance, contact information, and meeting engagements.
- **Being a source of information on members**. Help provide the wider team with information from the database, so they can better identify opportunities to engage members
- **Event coordination**, Assist in the planning, coordination, and running of both in-person and virtual events, ensuring a positive member experience.
- **Member communications**, building our monthly Newsletter collecting, editing, and distribute content through Constant Contact and using the CRM to build contact lists

Your skills and experience

Personal skills, attributes and experience

Essential

- Experience of working in a membership, or similar role e.g. sales, building membership, communications, events or advocacy
- Ability to both be creative and bring new ideas to the role and to be focussed in delivering objectives
- Experience of maintaining a Customer Relationship Management (CRM) system
- Experience maintaining and building records ensuring a systematic and organised approach
- Outstanding relationship-building and ambassadorial skills
- Excellent written and oral communication skills
- Experience supporting digital communications, including social media
- Competent user of Microsoft Office applications (Outlook/Word/Excel/PowerPoint)
- Ability to work well in a small team and willingness to 'pitch in' to help the wider team
- Willingness to work flexibly when required, including occasional evening functions
- Good attention to detail

Desirable

- Demonstrable interest and enthusiasm for the work of CaSE and its role in science policy
- Proven project managements skills – from conception through to completion
- Experience using wordpress updating webpages

- Experience using Canva or similar design software

Terms and conditions

Salary: £30,000 - £32,000 per annum, pro rata

Hours: The post is advertised as full time at 35 hours a week, Monday to Friday, with options for flexible working. We will consider requests for part-time working.

Holidays: Holiday entitlement is 25 days paid leave per year, plus public holidays. In addition, the CaSE office closes for 3 days each year between Christmas and New Year.

Pension: CaSE will provide an annual pension contribution equal to 11% of gross salary.

Location: CaSE has a hybrid working arrangement with both home working and office working at CaSE's office in 1 Naoraji Street, London, WC1X 0GB on Tuesdays and Wednesdays for full-time staff.

Eligibility: Applicants must have right to work in the UK.

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