

THE NUTRITION SOCIETY ROLE SPECIFICATION

Job Title:	Membership & Database Officer	Job Holder:	
Reports To:	Membership Manager	Location:	Hammersmith

PURPOSE OF ROLE

To maintain and develop the Society's CiviCRM membership database to ensure accurate, compliant, and efficient membership operations. Provide high quality support to members, deliver smooth administrative processes, and contribute to enhancing the overall membership experience.

KEY ACCOUNTABILITIES

1. Manage and maintain the CiviCRM database to ensure accuracy, data integrity, and compliance with GDPR.
2. Deliver timely, professional support to members and stakeholders.
3. Oversee CRM based communications including welcome, renewal, and reminder workflows.
4. Support membership reporting, insights, and data analysis.
5. Administer the University, Student, and International Ambassador programmes and SIGs.
6. Identify opportunities to streamline processes and improve membership operations.

JOB CONTENT

CiviCRM

1. Maintain and develop the CiviCRM membership database, ensuring data integrity and accuracy.
2. Support efficient daily CRM use for joiners, renewers, and grants administration.
3. Liaise with the external CiviCRM support team to ensure smooth system performance.
4. Update member communications, including welcome, renewal, and reminder templates.
5. Uphold data hygiene and GDPR compliant processes with consistent recordkeeping.
6. Oversee undeliverable items for the Gazette and monthly Enewsletter.
7. Ensure member information remains accurate and reliable for relationship management and communication.
8. Collate, analyse, and present membership data, including segmentation for CEO, Trustees, Committees etc. and produce custom CRM reports as required.
9. Develop and maintain CRM related SOPs to ensure high quality member service.
10. Administer the university bulk membership purchase scheme and the University Group Membership Scheme Admin.

11. Assist Finance with reconciling membership income and resolving financial queries, including Direct Debits. Reconciling DDs monthly.
12. Train new staff and support existing staff on CRM functions
13. Create and maintain an internal "How to Use CiviCRM" manual.
14. Complete weekly and monthly CRM tasks including activity statistics, duplicate management, and updating committee/board member records.

Membership Tasks & Member Support

17. Provide responsive support to members and non-members via email and telephone.
18. Deliver general administrative support for membership activities as directed.
19. Set up and maintain CRM based external emails and alerts to members.
20. Help administer Member Connect by reviewing join requests and removing lapsed users.
21. Attending Nutrition Society or other conferences, representing the Society, when requested to do so. This may involve travel and overnight stays as appropriate.

Ambassadors Programme

22. Administer the University, Student, and International Ambassador programmes, ensuring records remain accurate and up to date on the website.

Administration Support

23. Provide administrative support as needed, to Theme Leaders, Special Interest Groups, Sections and Membership Committee.
24. Undertake additional duties as assigned by the Membership Manager.

SKILLS, KNOWLEDGE & EXPERIENCE

ESSENTIAL	DESIRABLE
<ol style="list-style-type: none"> 1. A degree in a relevant discipline, or equivalent experience within a membership focused environment. 2. Proven ability to work effectively in a small team and to engage confidently with colleagues, Trustees, and external stakeholders at all levels. 3. Demonstrable experience using database systems to support membership operations, improve data accuracy, and generate meaningful insights. 4. Strong proficiency across Microsoft 365 applications, including Word, 	<ol style="list-style-type: none"> 1. Experience in a customer focused role, delivering responsive and professional support. 2. Experience working within a membership-based organisation, particularly in roles supporting member engagement or operational delivery. 3. Strong data analysis skills, with the ability to interpret and present membership data to support decision making, reporting, and programme development. 4. Ability to work proactively and independently, using sound judgement and initiative to solve problems and progress tasks with minimal supervision.

<p>Excel, PowerPoint, Teams, OneDrive, and Copilot.</p> <ol style="list-style-type: none"> 5. Experience providing high quality administrative support to ensure smooth daily operations and excellent customer service. 6. Strong organisational skills, with the ability to prioritise workloads effectively and meet deadlines. 7. Excellent written and verbal communication skills, with a commitment to delivering outstanding member service. 8. High standard of spoken and written English. 9. Ability to work independently, using initiative to take ownership of tasks and projects. 10. Comfortable working collaboratively within a small, dynamic team. 	<ol style="list-style-type: none"> 5. Practical experience using membership or CRM databases, ideally including CiviCRM, with the ability to apply its functionality to enhance processes and data management. 6. Familiarity with GDPR and data protection best practices, particularly in relation to membership records and CRM systems. 7. Experience creating or maintaining SOPs, guidance materials, or internal process documentation. 8. Ability to collaborate effectively across teams and communicate clearly with technical and non-technical stakeholders. 9. Experience supporting digital communications such as newsletters, automated workflows, or member alerts. Use of Canva a bonus. 10. Understanding of finance related processes such as reconciliations or membership income tracking. 11. Experience working with Drupal or similar website platforms, including creating webforms and editing webpages.
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COMPETENCIES

Deciding and initiating action

- a) Makes prompt, clear decisions
- b) Takes responsibility for actions, projects and people.
- c) Takes initiative, acts with confidence and works under own direction.
- d) Initiates and generates activity.

Leading and supervising

- a) Provides others with a clear direction.
- b) Sets appropriate standards of behaviour.
- c) Delegates work appropriately and fairly if needed.
- d) Motivates and empowers others.

Working with People

- a) Demonstrates an interest in and understanding of others.
- b) Adapts to the team and builds team spirit.
- c) Recognises and rewards the contribution of others.

- d) Listens, consults others and communicates proactively.
- e) Supports and cares for others.
- f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

Writing and reporting

- a) Writes clearly and succinctly and correctly.
- b) Writes convincingly in an engaging and expressive manner.
- c) Avoids the unnecessary use of jargon or complicated language.
- d) Writes in a well structured and logical way.
- e) Structures information to meet the needs and understanding of the intended audience.

Creating and innovating

- a) Produces new ideas, approaches or insights.
- b) Creates innovative products or designs.
- c) Produces a range of solutions to problems.
- d) Seeks opportunities for organisational improvement.
- e) Devises effective change initiatives.

Planning and organising.

- a) Sets clearly defined objectives.
- b) Plans activities and projects well in advance and takes account of possible changing circumstances.
- c) Manages time effectively.
- d) Identifies and organises resources needed to accomplish tasks.
- e) Monitors performance against deadlines and milestones.

Achieving personal work goals and objectives.

- a) Accepts and tackles demanding goals with enthusiasm.
- b) Works hard and puts in longer hours when necessary.
- c) Identifies development strategies needed to achieve career goals and make use of development or training opportunities.
- d) Seeks progression to roles of increased responsibility and influence.

COMMUNICATION AND WORKING RELATIONSHIPS

1. Colleagues
2. Trustees including Honorary Membership Officer
3. Council Members
4. Theme Leaders
5. Membership Committee
6. Third Parties