

Job Title:	Membership Administration Executive
Reporting to:	Membership Community Manager
Hours:	Flexible working is in place between the hours of 08:00 – 19:00 Work outside of these hours may be required in certain circumstances. Core working hours are 10:00 until 16:00, Monday to Friday.
Contract:	Full-time (35 hours per week)
Salary:	£21,200 per annum
Location:	The offices of The House of St Barnabas, 1 Greek Street, W1D 4NQ
Start date:	Immediate

“Enter The House of St Barnabas - A public-minded private members’ club in London is demolishing stereotypes” – Dazed and Confused

The House of St Barnabas (HoSB) is a charity pledging to break the cycle of homelessness. We run a social business, our not-for-profit members’ club in our Grade I listed home on Soho Square to help people prosper through paid employment, allowing them to break their cycle of homelessness. We are seeking to re-define the notion of a private members’ club, challenging stereotypes around ideas of exclusivity and creating a community united by a passion for social change.

Academy participants and graduates are at the heart of all we do. The journey for trainees starts with a 12-week Employment Programme offering onsite work experience and training throughout the club and charity offices, and continues with 12 months of mentoring and ongoing support from our Academy team.

When our programme is in progress, participants will be on work experience throughout the House; in the club spaces and in our offices. The HoSB team act as professional buddies to those in office-based roles, working closely with them to provide skills training and to set a positive example of ways of working. This one to one support throughout the programme gives the participant a nurturing environment to learn and flourish.

We are looking for a special individual to join us who is excited to play a part in people’s journey towards lasting paid employment and independence.

Job description

The ‘Membership Administration Executive’ is an integral role within The House of St Barnabas and one which will require the post holder to confidently communicate with members, and non-members alike, to build a strong membership base, united behind a common purpose in supporting ‘people affected by homelessness’ to gain skills, qualifications and employment through our Employment Academy. This role is the vital in ensuring that all data is accurately recorded using our CRM database, that members and non-members receive support and the highest levels of customer service and to ensure that reporting deadlines are adhered to. This position will

also be responsible for overseeing the smooth running of our database, often liaising with our IT partner and working closely with finance to ensure that all membership financial matters are recorded and reported. The position will also ensure that the member experience is of the highest quality and all membership interactions follow a process of continual monitoring and evaluation.

The post holder will operate throughout the House, working with the club team and regular interactions with members to ensure that there is a consistent high level of service and that members are happy during their time in the club. This will, in turn, ensure that income generation targets are achieved through new member acquisition and sustained retention levels.

There will also be a requirement of this role, to work collaboratively across departments sharing information which will contribute to collective organisational income targets.

Areas of responsibility

- To report weekly on membership numbers and income
- Ensure that all new members received the weekly membership newsletter (MailChimp)
- To maintain the membership CRM database and ensuring that all membership invoices are generated in a timely and accurate manner.
- To ensure that all required reporting is provided in a timely and accurate manner.
- To ensure that all member records are accurate and up-to-date.
- To create queries and reports in our database to provide timely and appropriate management information.
- To liaise with our CRM support team to troubleshoot database issues.
- To input into CRM database development work.
- To work with the Membership Community Manager to ensure that management information reporting meets the needs of the senior management team.
- To ensure that finance processing procedures are followed, including working with the finance team to ensure that all of our Go Cardless transactions are processed correctly.
- To work with the finance team to identify and collect outstanding membership fees.
- To assist the membership team with handling telephone and email enquiries.
- To ensure that all membership administration is carried out in a timely, accurate manner, including renewals and new and existing memberships
- To ensure that all member or potential member enquiries are dealt with in a timely and professional manner
- Work in collaboration with colleagues to capture vital monitoring and evaluation data from members/non-members on club experience.

Personal specification

Essential

- A strong understanding of our social business and how it contributes to our charitable aims
- Highly organised and pro-active; a self-starter who is happy to take the initiative

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- Experience in CRM database administration including the ability to be able to build reports
- A strong multi-tasker and able to manage a wide range of activities whilst not losing sight of the overall goal
- Excellent attention to detail and an analytical approach
- Ability to meet deadlines whilst maintaining accuracy
- A real desire to grow and nurture our membership community
- Great IT skills
- Excellent communication skills, both written and verbal
- Excellent customer service skills and a clear understanding of how effective processes underpin service excellence
- Flexibility and a 'can-do' approach

Desirable

- Previous experience of working in a members' club
- Experience of using Sugar CRM database
- Experience of using Go Cardless
- Experience of using Xero

Benefits

HoSB provides

- The opportunity to make a meaningful impact, playing a part in people's journey towards lasting paid employment
- 33 days annual leave (including bank holidays)
- Half a day extra leave for your birthday so you can celebrate in style
- Flexible working hours (in line with business needs)
- Fun team days out twice a year
- Free Barista coffee from our club downstairs(!)
- Autoenrollment into our pension scheme
- Access to a whole host of amazing talks gigs and events
- Attending our amazing graduation ceremonies

How to apply

Please send a covering letter outlining why you would be suitable for this role together with your most recent CV to jobs@hosb.org.uk

As part of your application, you should also complete the following diversity and equality monitoring form: <https://www.surveymonkey.co.uk/r/NLJW9L5>

Closing date: Sunday, 9th December

Face to face interviews to take place on: Friday, 14th December

Please note: Due to the high level of interest in our organisation, we are unfortunately only able to acknowledge the individual applicants invited to interview.

You can take a look at how we use your personal data here: <https://hosb.org.uk/privacy-policy/>

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