

Post:	Membership Manager
Reports to:	Director of Operations
Line manages:	None
Position type:	Full time
Place of work:	Hybrid – mainly home-working
Salary :	£32,000

1. About the Role

As **Membership Manager** you will oversee and deliver the membership administration and support function for the College.

You will deal directly with our dental professional members and will be responsible for ensuring that they receive an exemplary level of customer service. The College is a small team, and so your role will be varied and dynamic with the opportunity to help improve and build our processes as we grow as an organisation.

As well as assessing sometimes complex applications, you will deal with member queries, and oversee membership subscriptions. You will be required to confidently use and interrogate our CRM database to support these processes. We are looking for a **Membership Manager** to join our team at the College of General Dentistry. You will oversee and deliver the membership administration and support function for the College.

You will deal directly with our dental professional members and subscribers. As well as assessing sometimes complex applications, you will deal with member queries, and oversee membership subscriptions. You will be required to confidently use and interrogate our CRM database and supporting payment platforms to support these processes.

The College is a small team, and so your role will be varied and dynamic with the opportunity to help improve and build our processes as we grow as an organisation.

2. About you

We are looking for someone who is quick to learn, organised and who has excellent attention to detail. You will need to have drive and a passion for process excellence and improvement.

You will need to be able to think logically, and proactively deal with some complex information and situations related to membership and other applications.

This role will therefore suit someone who is interested in thinking beyond the issue at hand and who will proactively problem solve, and advise on process improvement.

Previous experience in using and interrogating a CRM database is essential, and experience in a membership role is preferred.

3. About the College of General Dentistry

The College of General Dentistry is a registered charity and membership organisation for the whole of the dental team. Our members are dentists and dental care professionals. We set standards for patient care in dentistry, and are establishing career pathways for the whole dental team, supporting them throughout their professional lives.

We established in July 2021 after having moved from the Royal College of Surgeons of England, and so are a new and growing organisation. **We are a small staff team, all currently home based**, and we support flexible working options. We make full use of remote working technology to ensure we work collaboratively, and take every opportunity to meet up face-to-face whenever we can. **We are due to get access to office space once a week, so will move to a one-day per week in the office arrangement soon.**

Working as part of a small team enables us to be agile in our approach to developments, and provides the opportunity for staff to contribute to many aspects of the College's operations.

Members are key to the continued growth and success of CGDent, and so we are seeking a Membership Manager to provide a high level of support with processing and the on-going improvement of our membership experience.

3. Key accountabilities and responsibilities

The membership manager role is responsible for the administration of the new and existing membership, but also expected to help find opportunities to bring new and lapsed members onboard.

Key duties will include:

- Processing membership applications:
 - assessing applications and reviewing information provided against set criteria.
 - Liaising with the members over their applications, clarifying details and requesting further information if needed.
 - Liaising with clinical team via the admissions panels where necessary
 - Managing case files for applications
- Responding to member and subscriber queries via email and phone
- Monitoring subscriptions to ensure payments are up to date
- Following up on prospective membership leads
- Reviewing membership processes on an ongoing basis
- Maintaining data and interrogating the CRM to provide membership reports as requested
- Contributing to the development of new workflows in the CRM in order to facilitate new business processes.
- Attending and assisting at a number of key College events throughout the year.

4. Communications and working relationships

- Direct communications with members
- Working and liaising with the Director of Operations and CEO. Plus other CGDent staff.

5. Role specification

	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"> • Experience in using CRM systems to track and manage member or customer interactions, and to interrogate the data to generate reports • Experience in a customer-oriented environment, 	<ul style="list-style-type: none"> • Degree level • Experience of a membership organisation and membership processing
Skills	<ul style="list-style-type: none"> • Highly organised and proven administrative skills • Demonstrable proficiency in CRM database administration, including query building • Meticulous attention to detail • Ability to process complex information logically • Adaptability and creativity in problem solving • Articulate and confident in written and verbal communications • Quick to learn • Excellent knowledge of Outlook, Excel and Word 	<ul style="list-style-type: none"> • Database administration, query building
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of Outlook, Excel and Word 	

6. Other requirements

- This role is entirely home based at the moment (February 2025), but there will be a requirement to attend an office setting one day a week in the near future. It is also a requirement to attend other face to face meetings and College events; this might include quarterly team meetings, and around four other events during the year.