

## JOB DESCRIPTION:



# Membership Support Assistant

**Reports to:** Membership Resolution Manager

**Location:** Remote (UK based)

**Grade:** 1

## Main Purpose of Post

The Membership Support Assistant is responsible for providing administrative and operational support primarily to Membership and National Quality Standard functions within the Membership, Research and Evaluation team, although wider team support may be required on occasion. This will include ensuring accurate data recording and record keeping and being initial contact for internal and external queries relating to Women's Aid's member services and allies. The Membership Support Assistant will be diligent with details and responsive to internal and external need, with guidance and support from the wider Membership, Research and Evaluation team.

## Duties and Key Responsibilities

### Administrative Operations

1. Set up and maintain office administrative systems, processes, operating procedures, and files to ensure relevant information on members and allies is kept up to date, is accurate, meets deadlines and is accessible to relevant teams/individuals.
2. Support the review of procedures relating to members and the creation of associated process documentation for Women's Aid policy and procedures.
3. Support the development of documentation and information to share with new and existing members relating to their membership, benefits and induction into Women's Aid.
4. Maintenance of information on the CRM and website relating to Women's Aid member services and allies including adding to relevant distribution lists and groups.
5. Support external consultants, members and other service providers including processing invoices and directing queries from organisations and consultants regarding the delivery of contracted work to the appropriate colleague.

6. Manage calendar/s to facilitate the timely and appropriate scheduling of activities including setting and sending reminders.
7. Contribute through data and information sharing with colleagues to funding reports against funder objectives.
8. Liaise with finance and CRM colleagues to ensure smooth annual subscriptions and payments for members and allies and federation network.
9. Support cross-team projects and meetings.
10. Taking high-quality minutes at internal and external meetings.
11. Provide inbox monitoring and response support.
12. Distribute communications to member services and allies.
13. Liaison with colleagues in other teams to ensure the Member's Area of the Women's Aid website is up to date and meeting member needs and to process requests from members to access this area.
14. Support scheduling of member and ally networking events including sending invites, creating agendas, screening attendees, creating PowerPoints and taking minutes. It is noted that these meetings occasionally take place outside core working hours.
15. Support teams across Women's Aid with gathering data and information on members for the purposes of developing strategies and reports.
16. Processing of new membership applications including co-assessing submitted documentation against the frameworks and making recommendations to the Membership Resolution Manager.

## General Responsibilities

- To contribute to team meetings and organisational priorities, and to prepare for and participate in regular supervision and appraisal meetings.
- To be flexible within the broad remit of the post.
- To take direction on new projects and priorities from your line manager, which may vary from time to time.
- To carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- To maintain clear and adequate records of work done and to produce reports on work programmes and activities as requested by management.
- To provide appropriate responses and support to survivors of domestic abuse and specialist service providers in the delivery of this job description, as required.
- To ensure the safety and wellbeing of survivors sharing their stories on public platforms, following organisational safeguarding protocols at all times.

## Other

- Based in Bristol, London or remotely, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>A-C GCSE grade English or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>A-C GCSE grade Maths or equivalent</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Good understanding of the experience and needs of women and children affected by domestic and sexual violence.</li> <li>Good understanding of the role of specialist services, and the role of the Imkaan and Women's Aid membership bodies, in supporting women and children survivors of Violence Against Women and Girls.</li> <li>Understanding of intersectionality and the impacts of oppressions on women and girls who are subject to violence and abuse.</li> <li>Knowledge of CMS and CRM technologies.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of collating, inputting, analysing, and supporting effective use of data.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within a violence against women and girls' service / sector.</li> <li>Experience of supporting member services with a variety of tasks related to membership of a second-tier federation.</li> <li>Supporting end users in making use of technology, overcoming barriers to change in a positive manner.</li> <li>Experience of writing reports and briefings or other information resources for a variety of audiences.</li> </ul>

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills at a variety of levels to a wide range of audiences.</li> <li>• Highly computer literate including CRM, MS Office, email, and website CMS technology.</li> </ul>	<ul style="list-style-type: none"> <li>• A high standard of writing skills including writing reports, bulletins and briefing papers.</li> <li>• Ability to plan and deliver projects within a set timeframe with clear outputs and outcomes.</li> </ul>
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## Behavioural Competencies

<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables.</li> <li>• Takes ownership for mistakes and refocuses efforts when necessary.</li> <li>• Holds self and others accountable for reaching short and long-term goals.</li> <li>• Self-imposes high standards of excellence, rather than having standards imposed.</li> <li>• Adhere to the principle of collective leadership responsibility across the organisation and within teams.</li> <li>• Actively safeguards the reputation of the organisation (internally &amp; externally) and immediately address any risks with ELT.</li> </ul>
<b>Collaboration &amp; Teamwork</b>	<ul style="list-style-type: none"> <li>• Relates well to people at all levels and all audiences.</li> <li>• Aligns personal work and performance with the broader team to achieve mutual outcomes.</li> <li>• Fosters teamwork: works to build relationships within teams and bridge the gaps between departments.</li> <li>• Supports and cares for others, and addresses issues disrupting team/s and organisational functioning and harmony.</li> <li>• Be adaptable, open to new ideas and change, whether in the workplace, or specifically on a project or with key stakeholders' expectations, that moves the team forward</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication.</li> <li>• Actively listens, consults others, and takes feedback on board.</li> <li>• Communicates using appropriate tone and language.</li> <li>• Has the ability to persuade, negotiate, and build support for own initiatives.</li> </ul>

<b>Innovation &amp; Entrepreneurial Spirit</b>	<ul style="list-style-type: none"> <li>• Seeks organisational improvement; promotes efficiencies in every area of their work.</li> <li>• Identifies problems and implements solutions /ideas, including trying new and different creative approaches to complete tasks.</li> <li>• Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions.</li> <li>• Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value.</li> <li>• Encourages creativity and learning through activities such as brainstorming and actively listen to empower colleagues to think creatively or consider new perspectives.</li> </ul>
<b>Resilience</b>	<ul style="list-style-type: none"> <li>• Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment.</li> <li>• Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth.</li> <li>• Manages disagreements with tact and diplomacy.</li> <li>• High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.</li> </ul>

## Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 8 bank holidays.
- **Extra Leave Days:** Celebrate International Women's Day and the Tuesday after the August bank holiday.
- **Valuable Pension Benefits:** Join Women's Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.