Role Profile

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| **Job title:** | Membership & Adoption Team Leader |
| **Reports to:** | Membership & Adoption Manager |
| **Date prepared:** | May 2019 |

PURPOSE

To support and contribute to RZSS membership and adoption departmental operations, ensuring a high level of customer service is embedded within the team whilst contributing to the growth of membership and adoption numbers and income.

RESPONSIBILITIES

* Process membership and adoption operations, adhering strictly to deadlines and in full compliance with GDPR requirements.
* Work with Membership and Adoption Manager to lead, train and support wider membership team.
* Extract and de-duplicate data from RZSS databases.
* Develop and maintain a supportive and dynamic first-class service culture within the team.
* Collaborate with other teams to ensure the best possible member experience in line with best practice and agreed standards.
* Attend events out with normal working hours on occasions as required.
* Engage with the Society’s appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
* Ensure compliance with RZSS’s policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
* Perform other reasonable duties and/or projects as directed by your Manager.

KNOWLEDGE, SKILLS AND EXPERIENCE

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|  | **Essential** | **Desirable** |
| **KNOWLEDGE** |
| Good achievement at Higher grade level (including English and maths) or equivalent qualifications or experience. | √ |  |
| Relevant qualification or experience in office administration skills. | √ |  |
| Relevant qualification in customer service. |  | √ |

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| **SKILLS** |
| Competent in Microsoft Office (Outlook, Word, Excel, PowerPoint) | √ |  |
| Strong communication skills (written and verbal). | √ |  |
| Accurate numerical reasoning skills and attention to detail. | √ |  |
| Confident user of system databases, CRM systems or web portals.  | √ |  |
| Good people skills with experience in leading or guiding a small team. |  | √ |

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| **EXPERIENCE** |
| Providing first class customer care and service, including resolving customer queries. | √ |  |
| Experience within a busy office environment  | √ |  |
| Experience within an animal and/or visitor attraction environment |  | √ |
| Experience within a membership and/or fundraising environment |  | √ |

BEHAVIOURAL COMPETENCIES

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| **Competency** | **Level** | **Essential** | **Desirable** |
| Planning & Organising | Plan and manage your own and others’ work. | √ |  |
| Finding Solutions | Balance short term fixes and longer-term solutions across the team. | √ |  |
| Delivering Services & Experience | Develop a high-performance culture around the team. | √ |  |
| Team Working | Build team spirit and seek to work in conjunction with other teams. | √ |  |
| Developing Talent | Proactively develop people in the team. | √ |  |
| Communicating | Communicate constructively to build good relations with colleagues both within the team and across RZSS. | √ |  |
| Gathering Information | Gather and manage information relevant to the team’s operations. | √ |  |
| Embracing Change | Drive and support continuous improvements in the team. | √ |  |