



## Job Description

<b>Job Title:</b>	Member Services Executive
<b>Date:</b>	September 2020
<b>Reporting to:</b>	Business Development Manager
<b>Main contacts:</b>	Internal: All CIArb teams External: CIArb members at all levels, Corporate, potential members and non-member audiences.

## Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 17,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

## Job Purpose

The Membership Executive provides frontline services to members on all matters relating to applications for membership, change of grade and arranging peer interviews. This is an important role in ensuring the day to day operational functions of membership acquisition and progression are undertaken effectively and efficiently; providing an excellent service to both internal and external customers, communicating effectively and courteously and providing information and advice on matters relating to the work of the Member Services team.

## Major Objectives

### Membership Acquisition

- To process applications for membership on the basis of recognised qualifications and other qualifications and experience.
- To coordinate membership enquiries including advising on routes into membership and membership progression.
- To ensure member records and relevant documentation are electronically scanned effectively.

### Membership Progression

- To administer Peer interviews for Fellowship and Chartered Arbitrator by liaising with candidates and branches ensuring interviews are carried out promptly.

### Communication

- Achieve excellent and consistent customer satisfaction results in respect of all enquiries relating to the work of the Member Services team.
- Assist with the development and implementation of promotional campaigns.

### Customer centricity

- Develop friendly, positive and supportive relationships with external and internal customers, and to provide them with excellent service.
- Actively learn from customer feedback, comments and suggestions, including complaints, to review and improve existing processes, and by doing so to anticipate other customers' needs.
- To communicate knowledge and feedback to relevant colleagues.
- Meet and exceed teams' customer service standards.
- Understand situations from the customers' perspective so that appropriate and relevant solutions can be identified.

### General

- Carry out any other duties as may reasonably be requested by the line manager.
- Work in such a way as to minimise the risks to the information technology environment safely, securely and confidently.
- Have regard for your own actions and those of others in the interests of safety.
- Contribute to the tidiness of the office.

## Person Specification

### Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I
1	A level education or equivalent	D	A

### Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I
1	Experience of working for a Chartered Institute, professional body, trade association or membership organisation	D	A/I
2	Excellent communication skills	E	A/I
3	Use of Microsoft packages Word, Excel and use of email via Outlook and Dynamics	E	A/I

### Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I
1	Knowledge or experience of ADR.	D	I

2	Microsoft packages – Word, Excel. Use of email via Outlook. Use of internet.	E	A/I
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## Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I
1	Customer centricity – strong customer focus both internal and external.	E	A/I
2	Ability to organise with attention to detail.	E	A/I
3	Excellent verbal and written communication.	E	A/I
4	Energetic, imaginative, enthusiastic and self-motivated	E	A/I
5	Ability to pass on clear information to others.	E	A/I
6	Ability to take ownership and responsibility.	E	A/I
7	Ability to prioritise tasks and meet deadlines.	E	A/I
8	Ability to work on own initiative and resolve problems proactively.	E	A/I
9	Able to remain calm under pressure and to easily adapt to change	E	A/I

## Summary terms and conditions

**Contract:** Permanent

**Salary:** £27,000

**Annual leave:** 25 days holidays per annum plus UK bank holidays

**Pension:** Minimum 8% Employer contribution with minimum 2% Employee contribution

**Healthcare:** Company scheme subject to terms and conditions.

**Life assurance:** Company life assurance scheme.

**Other Benefits:**

- Season ticket loan
- Cycle to work scheme
- Perk Box (employee money saving platform)
- Flexible working hours
- Social events e.g. Christmas party, summer party, International day, Charity events
- Weekly fitness class
- Weekly Yoga classes
- 1 a day (Fruit in the office)

**Location:** CI Arb Head Office, 12 Bloomsbury Square, London, WC1A 2LP

**Notes:** This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

**How to apply:**

To apply for this job opportunity, please send a CV and covering letter to [Careers@ciarb.org](mailto:Careers@ciarb.org)

Unfortunately, because of the volume of applications we are likely to receive we regret that we are unable to respond to every unsuccessful applicant. If we have not made contact with you within 2 weeks of the closing date you have not been selected for interview on this occasion.

**Closing date:**

2 October 2020

