



## Job Description

Job Title:	<b>Membership Officer</b>
Grade:	B
Salary:	£20,315 - £22,279
Employed by:	Unlock Democracy
Contract type:	2 year Fixed Term
Line-manager:	The Campaigns and Communications Manager
Hours of work:	35 hrs per week
Holidays:	25 days in addition to Christmas office closure
Pension:	3%

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Unlock Democracy (incorporating Charter 88) is the UK's leading campaign for democracy, rights and freedoms. A grassroots movement, we are owned and run by our members. In particular, we campaign for fair, open and honest elections, stronger parliament and accountable government, and a written constitution. We want to bring power closer to the people and create a culture of informed political interest and responsibility. We are looking for a Membership Officer to work on the recruitment, development and retention of members, donors and supporters. The Membership Officer will be responsible for:

### Supporting members

- Developing and implementing a fulfillment strategy for our members supporters and donors;
- Drafting and sending personalised donation acknowledgment and membership letters;
- Administering the local group rebate and working with relevant staff to support our local groups;
- Answering queries from the general public with regard Unlock Democracy's work and managing the [info@unlockdemocracy.org.uk](mailto:info@unlockdemocracy.org.uk) email account, the default account for public enquiries;
- Being the main point of contact for our members whether by phone, e-mail or in writing;
- Working with our Council and senior staff to ensure that our members' priorities and concerns are reflected in our campaigning work including running membership surveys as appropriate;
- Co-ordinating production of membership publications such as mailing letters, membership leaflets and Citizen magazine – including liaising with printers and the mailing house;

### Database management

- Maximise the fundraising potential of our database and email system

- Producing membership reports for Unlock Democracy's Management Board analysing trends in membership and donations;
- Maintaining the organisation's database, ensuring that it is accurate and up to date (including membership subscription payments);
- Implementing and enforcing Unlock Democracy's data protection policy;
- Running Unlock Democracy's donations systems including standing orders, online payments and the Direct Debit scheme;
- Processing donations and ensuring that database records are updated accordingly;

### **General**

- Helping to develop and implement a strategy to raise money from individual donors (direct mail/ phone and internet);
- Helping to develop and implement the mailing schedule working with the Campaigns and Communications Manager to ensure it complements our campaigning work
- Recruiting and Supervising volunteers as appropriate
- Undertaking any other tasks reasonably required by the Director.

## **Person specification**

Unlock Democracy seeks a membership Officer to help develop and administer our relationship with our members and supporters. The successful candidate will be an organised and systematic person who has experience of working with databases and is comfortable working as part of a small close knit team.

### **Essential Skills**

- Good communication skills (written and oral)
- The ability to create clear, concise and accurate reports and analyse trends in membership and donations
- Excellent attention to detail and accuracy;
- Excellent spread sheet and database skills and the ability to cope with high volume data processing;
- Good general IT skills.
- Be organised, systematic and a confident team worker

### **Desirable**

- An interest in politics in general and democratic reform in particular
- Experience of working in a membership organisation.
- Experience of working with a large database (100,000 + records)
- An understanding of campaigning
- Experience of working with volunteers
- Understanding of Data Protection issues