

HNBC Membership Secretary - Job Description

Background information

The Membership Secretary, one of the 6 Officers of the club, is responsible for maintaining the club's membership records. This includes keeping its on-line membership database accurate and up-to-date, liaising with the Treasurer about subscriptions, providing membership listings to committee members in line with the data protection laws, liaising with the Newsletter Editor for the production of mailing labels, as well as welcoming new members and communicating with existing members. This is a crucial role in the club, and could take up to 4 hours per week

TASKS

1. Membership records

- 1.1 Ensure on-line membership database is accurate and up-to-date
- 1.2 New members - allocate membership numbers and add data to the database
- 1.3 Monitor database to ensure subscription status (current, grace or lapsed) is accurate
- 1.4 Liaise with the Webmaster to ensure the smooth running of the database

2 Correspondence

- 2.1 Send Welcome Packs to new members within 2 weeks of receipt of application
- 2.2 Send renewal reminders to existing members with membership card
- 2.3 Send renewal reminders to lapsed members
- 2.4 Send membership card within 6 weeks of payment by Standing Order

3 Finance

- 3.1 Pay in subscriptions (cash or cheque)
- 3.2 Liaise with Treasurer to identify payments by PayPal, Standing Order or BACS
- 3.3 Liaise with Shop and Newsletter Editor about membership monies they have banked

4 Reports

- 4.1 Newsletter – write a short report, 4 times a year, welcoming new members
- 4.2 Provide membership lists for the Treasurer
- 4.3 Provide a membership list for other committee members on request
- 4.4 AGM - prepare signing-in procedure (membership list, name labels)
- 4.5 AGM - provide Minutes Secretary with a list of attendees for the AGM minutes

5 Meetings

- 5.1 Committee meetings (6 per year) – attend meetings and report on membership numbers, lapsed members and new members for note by the committee
- 5.2 AGM - lead team on the door, checking in members and issuing voting cards if needed

6 Newsletter posting

Co-ordinate the production of mailing labels for posting the Newsletter, 4 times a year.

SKILLS AND KNOWLEDGE

Computer literacy

- Able to use email, spreadsheets, databases, word processors and to understand the mail-merging of documents
- Knowledge of, or willingness to learn, terminology of relational databases
- Be able to input data accurately and to cross check for sense
- Be willing to learn how to produce Reports and Exports from the database
- Keep up-to-date with the requirements of the Data Protection Act

Administrative skills

- Be methodical, diligent and systematic
- Keep accurate and up-to-date records of membership and correspondence

Personal skills

- Work constructively with Treasurer, Web master and Newsletter Editor
- Be approachable to members, and firm and persistent with late payers
- Answer members' queries (by phone, post or email) with diplomacy and sensitivity