



## Member Relations Executive

To apply, please email your CV to [kristina.drinkwater@ipse.co.uk](mailto:kristina.drinkwater@ipse.co.uk)

Team:	Membership Team	Salary:	Up to £28k per annum, dependent on experience.
Department:	Membership	Hours:	Full Time: 35 hours per week, 9am – 5pm
Location:	Central London Office (hybrid model with 1 day in office)	Responsible for:	N/A
Report to:	Head of Membership		

### About the role

We have an exciting new opportunity to join IPSE's Membership Team! Being part of this team means that you are at the heart of IPSE – an organisation created for and by its members.

As a Member Relations Executive you are the first line of contact between IPSE and our members. You're the connector, the person everyone knows, and your drive makes you excited to connect with people in our community.

You'll work closely with your team to deliver department KPI's – Retention, Growth, Engagement and Processes. Your compassion and willingness to learn enables you to meet people's needs and resolve any issues. With your attention to detail and natural curiosity you are driven to seek out resolutions, thoroughly enjoying getting stuck into a project one minute and thinking of the bigger picture the next.

Our Member Relations Executives are the go-to problem solvers, the experience makers and proud ambassadors for IPSE. They are solutions minded - no query is too challenging, no problem unsurmountable.

This role is offered on a 12 month fixed term contract to perm basis. We currently operate on a hybrid model between our central London office and remote home working.

### Main Duties and Responsibilities

#### First line support:

- First line telephone support for IPSE members
- Email correspondence for member enquiries
- Handle membership payments & refunds
- Manage the cancellation process & discuss alternative options with members.
- Supporting Finance with reconciliation reports
- Maintain knowledge of IPSE products and services
- Maintain high standard of customer service and customer satisfaction

#### Systems and processes:

- Maintain and update member records on the CRM
- Liaise IT regarding any website/ CRM issues and see through to resolution
- Liaise with our external system providers regarding any issues and see through to resolution
- Carry out regular data clean-ups on the CRM
- Make suggestions for any system/ process/ website improvements identified

#### Additional duties:

- Assist with and attend events/ webinars when required
- Liaise with other departments on joint projects when required
- Carry out member data searches on CRM when required
- Any other ad-hoc administrative tasks as directed by manager

### The Candidate

You're a great fit for this role if...

- No member request is too big or too small
- You're energized by people and work well in a team
- You have excellent written and verbal communication skills
- You have a genuine desire to help and engage with people
- Accuracy and attention to detail is something you pride yourself on
- You're a bit of a geek when it comes to systems and processes
- You embrace the regular days as much as the unpredictable ones
- You want more than just a customer service job, you want to learn, be motivated by a campaign and grown your own potential within IPSE!

### Working at IPSE

As well as looking after the UK's self-employed, IPSE is committed to creating a great working environment for its staff too. Diversity of backgrounds, thoughts, and ideas is vital in ensuring an inclusive and respectful culture where people are valued for who they are.

IPSE employee benefits include:

- 25 days annual leave
- 3 days additional leave between Christmas and New Years
- 1 additional day's annual leave on your birthday
- 3% contribution toward pension scheme
- Health insurance with Vitality (after 6 months)
- Eyecare vouchers
- Flexible working available
- Season ticket loans
- Discount codes with BHSF
- Access to Member Support Programme
- Death in service 3 x salary
- Quarterly staff events
- 2 days for volunteering per annum

#### Education:

Up to 3 A Levels

Essential

#### Previous Experience:

Experience working in a customer facing environment

Essential

Experience working with Microsoft Dynamics CRM systems or similar

Desirable

Experience handling data correctly and appropriately

Desirable

Experience using online payment platforms

Desirable

Sales and retention experience

Desirable

#### Person Specification:

Excellent standard of written and spoken English

Essential

Excellent telephone manner

Essential

Confident communicator

Essential

Numerate and literate

Essential

Organised and able to prioritise own workload

Essential

Previous experience in an office environment

Desirable

Previous experience working remotely / from home

Desirable

Ability to work autonomously and as a team

Desirable

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