Job Description & Person Specification

Post title:	Member Services Officer (PT - 3 days per week)
Responsible to:	Data and Systems Manager
Responsible for:	No direct line management. Responsible for maintaining membership systems and databases.
Purpose of post:	NALC represents and supports over 10,000 local councils and 40 county associations across England. We are seeking proactive and detail-oriented Member Services Officers (Data & Systems) to deliver high-quality support to our members and ensure the integrity of our membership data. These roles combine frontline service delivery with data stewardship and project support, helping to enhance member experience, strengthen engagement and contribute to NALC's digital transformation.
Location	Hybrid Working (office and home working)
Remuneration	SCP 10-15: £28,608-£31,015 pa (pro rata)

Job Description - Key Responsibilities and Duties

1 **Member Services**

- Serve as the first point of contact for member councils and county associations, providing timely and professional support.
- Manage onboarding and offboarding processes for new and departing members, including orientation materials and system setup.
- Support annual membership renewals and follow-up communications to ensure retention and satisfaction.
- Assist in delivering member engagement initiatives such as events, committees, and webinars.
- Maintain up-to-date knowledge of member services, events, and benefits to effectively guide and support members.
- Refer member queries to appropriate internal teams and external advisors, including coordinating legal queries and replies with legal teams, ensuring timely and appropriate responses.

2 **Data Management & Reporting**

- Maintain and update the membership database (e.g., CRM), ensuring data accuracy, consistency, and confidentiality.
- Regularly update member records, including contact information and organisational changes (e.g., new county officers or Assembly members).

- Monitor and improve data quality through deduplication, standardisation, and regular audits.
- Generate regular reports on key performance indicators, membership trends, engagement metrics, and retention patterns.
- Ensure compliance with relevant data protection and privacy standards in all data handling activities.

3 Digital Transformation and AI Support

- Assist the Data Services Manager in delivering digital transformation projects, including process mapping, automation, and implementation of new tools and technologies.
- Support pilots and rollouts of new digital tools for internal use and for delivery of member services.
- Help gather user feedback and usage data to evaluate and improve digital tools.
- Maintain documentation related to new digital processes and workflows.

4 Collaboration & Internal Support

- Collaborate with internal teams, including communications, policy, and events, to share data insights that inform engagement, communications, advocacy, and service improvements.
- To undertake other duties which may be appropriate within the areas of responsibility of the post.

Person Specification

Category	Essential	Desirable
Education, Professional Qualifications & Training	• Commitment to undertake relevant development and training.	• Qualification in business administration, information management, communications, or a related field (or equivalent experience).
Experience	• Minimum 1 years' experience in a member-facing or customer service role, ideally within a membership association or non-profit. • Experience of dealing with customer queries • Experience working with CRM systems and maintaining data accuracy. • Experience with using online platforms and digital tools (e.g. Zoom webinars, ReadyMembership).	• Experience of Local Government/Town and Parish Councils • Experience with data analysis or reporting tools. • Experience supporting events, webinars, or member engagement initiatives. • Experience supporting digital transformation projects • Familiarity with AI tools or platforms
Skills, Knowledge and Ability	• Strong digital literacy, including proficiency with Microsoft 365 and comfortable working with datasets and reporting tools. • Comfortable with learning and using new digital tools and systems, with an interest in innovation and service improvement through technology**.** • Excellent interpersonal and written communication skills.	• Understanding of membership engagement best practices. • Familiarity with data privacy and compliance standards. • Ability to work independently and collaboratively in a hybrid environment.

	• Strong attention to detail and a proactive approach to solving problems. • Ability to manage competing deadlines while maintaining high service standards. • Communication and people skills	
Other	• Willingness to attend occasional meetings /conferences away from the office/ home. • Commitment to equality, diversity, and inclusion. • Professional and proactive approach to work.	• Flexibility and adaptability to changing priorities.

What We Offer:

- Competitive salary and benefits.
- Training and development opportunities.
- Flexible work arrangements.
- Pension scheme and generous annual leave entitlement.
- Wellbeing initiatives and professional membership support.
- Opportunity to support and influence England's first tier of local government.