

Working pattern: Hybrid

Contract type: FTC until 30 July 2027

Location: London

Interview date: Tuesday 18 August 2026 (via MS Teams)

THE ROLE

The Royal College of Psychiatrists is seeking a motivated and detail-oriented individual to join our Membership team. Working as part of a small team, you will help us provide an excellent service to our members. Your responsibilities will include responding to queries via email and telephone, processing membership changes and payments, and ensuring that information held on our database is accurate and up to date.

The successful candidate will have experience of working quickly and accurately while managing deadlines, together with strong customer service skills. You should have experience of using a CRM database, ideally within a membership organisation. You will be flexible, well organised and confident working both independently and as part of a team.

THE COLLEGE

The College values a diverse workforce and welcomes applications from all sections of the community, reflecting the population it serves.

We are committed to building and maintaining an inclusive and supportive culture, a place where we can all be ourselves and succeed on merit. We aim to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity.

We will provide appropriate reasonable adjustments for candidates who may have a disability.

We only recruit the best and in return for your commitment the College offers an attractive salary and benefits.

We operate a hybrid working model of on-site and working from home/remote, which helps to ensure a flexible work life balance.

We welcome applications from all sections of the Community.

For any queries, please e-mail: HRrecruitment@rcpsych.ac.uk

If you require assistance or any other reasonable adjustments to complete your application form, please contact HRrecruitment@rcpsych.ac.uk

STAFF BENEFITS

To help we offer a range of excellent staff benefits including:

- up to 25 days of annual leave, depending on length of service (exclusive of public and bank holidays)
- up to six College closures days (during May, August and December)
- generous flexi-time and time off in lieu (TOIL) schemes
- enhanced maternity leave (eight weeks at full pay, 18 weeks at half pay, 13 weeks lower rate SMP, 13 weeks unpaid leave)
- enhanced paternity leave (two weeks at full pay, rather than at statutory level)
- interest-free season ticket loan
- subsidised café at our London Head Office
- health and wellbeing package (including up to £160 for complementary therapies)
- money towards annual eye tests
- 24/7 health and stress-related helplines
- management support helplines
- Group Income Protection Scheme
- generous pension and life assurance schemes

The College is an Equal Opportunities Employer.
Charity registration. no. 228636.

The College is a proud member of the Disability confident employer scheme. A Disability confident employer will offer an interview to any applicant that declares they have a disability and meets the minimum criteria (essential) for the job as defined by the employer. Please see candidate information pack for more information.



NO AGENCIES OR PUBLICATIONS PLEASE