

Membership Officer

Job Description

Start Date: Ideally 1st September 2020 with handover period w/c 24th August 2020 – however, there is scope for negotiation on these dates.

Average Hours: Approximately 10 hours per week. This comprises of one consistent day a week (4 hours) with the remaining hours used across additional days, as necessary.

Venue: Based at the successful candidate's home.

Salary: £16 per hour

The MTI Membership

The Membership Officer is the first point of contact for all graduate and practitioner members. Their role is to:

- Respond to queries from MTI members via email and phone.
- Process renewals and membership applications:
 - Create and email/post out the membership welcome documentation
 - Process payments made by cheques or bank transfers
 - Process Complementary and Natural Healthcare Council (CNHC) applications
 - Liaise with Balens Insurance regarding the members' insurance
 - Liaise with the Northern Massage Association (NMA) regarding joint membership
- Contact lapsed members and recent graduates via email/post regarding membership renewal.
- Follow-up with any members overdue in providing evidence for the CPD check in July (Although due to the Covid-19 situation this has been pushed back to August).
- Managing and editing the membership database software, as necessary.
- Keeping all membership Excel spreadsheets up to date.

General Public

In conjunction with Diana Newson (Schools' and Student Officer) the Membership Officer is responsible for responding to queries from the General Public.

Managing the Regional Teams

The Membership Officer coordinates and manages the Regional Teams, this includes:

- Administratively supporting the Regional Teams
- Coordinating Regional Team financial reports
- Organising National Regional Team meetings
- Preparing reports for the National Regional Team meetings

Working with the MTI Board

The Membership Officer acts as the link between the MTI membership and the MTI Board. This role involves:

- Liaising with and implementing decisions made by the Board.
- Preparing membership reports for the AGM

MTI Conference

The Membership Officer is the primary organiser of the MTI Conference, this includes:

- Organising and delivering the MTI Conference:
 - Liaising with workshop leaders and exhibitors
 - Liaising with the venue regarding catering and event logistics
 - Updating the Conference website
 - Processing delegate ticket applications
 - Updating the event budget
 - Creating the background PowerPoint display for the event
- Creating the Conference paperwork:
 - Delegate lists for the day itself
 - Delegate name badges
 - CPD certificates
- Promoting the Conference:
 - Using email and Mail Chimp to alert members (past and present) about the Conference
- Working with the venue team as lead MTI coordinator at the Conference, ensuring that the day runs smoothly etc.

N.B., We hope to hold Conference 2021 on Saturday 17th April. As Conference 2020 was cancelled due to Covid-19 much of the organisation (such as workshop leaders etc.) for 2021 is already in place.

You will also work closely with Jenny Hampton, Marketing Officer, on many aspects of the Conference.

Website

The Membership Officer is responsible for some aspects of updating the MTI website. This refers to both the public side and the membership side of the website.

- Editing and adding to the website as necessary, including uploading files, updating text, adding photos etc.
- Liaising with Fuzzy Lime (the web developers) as and when needed.

General

- Liaise with the CNHC when necessary
- Liaise with Balens Insurance when necessary

Please note that this Job Description is not exhaustive and there may be tasks expected of the Membership Officer that are not listed here.

Membership Officer

Person Specification

Essential Professional Attributes

- At least 18 months work experience in an administrative position
- Experience of organising events
- A working knowledge of the Microsoft Office Suite
- A working knowledge of social media mediums such as Facebook, Twitter and Mail Chimp
- Exceptional organisational skills
- A high level of spoken and written English

Desirable Professional Attributes

- A working knowledge of databases
- A working knowledge of Joomla and Word Press website software
- Experience of working with volunteers
- A working knowledge of the massage industry

Essential Logistical Attributes

- Access to the internet
- Space to store at least one storage box

You must also be available on 16th and 17th April 2021 for the MTI AGM and Conference. This will include an overnight stay if you are not local to Solihull.