

Job Description

Membership Secretary

Introduction

The post holder is usually a trustee and a member of the Board.

The Charities Act defines charity trustees as the people responsible under the charities governing document for controlling the administration and management of the charity.

1. Aim

Under the Charities law, the Board of Trustees holds the ultimate responsibility for directing the affairs of the Gay Outdoor Club and ensuring that it is solvent, well run and delivering the charitable outcomes for which it has been set up.

This document seeks to define the key responsibilities of the trustees and provide clarity on the personal skill and experience required to successfully fulfil the role.

2. Associated Documents

This Job Description and person specification should be read alongside the Articles of Association.

3. Job Description

The purpose of the role is to be the main contact for prospective and current members of GOC in relation to questions about the club or their membership. The Membership Secretary needs to keep accurate membership records and update the Trustees half-yearly regarding membership numbers and issues.

The Membership Secretary needs to:

- Reply to prospective members who have queries about the club and how to join.
- Respond to a wide variety of questions from existing members regarding their membership - typically about how to renew, how to add or remove the magazine from their subscription, how to amend personal details, how to change their method of payment, or how to cancel their membership.
- Respond to questions from Group Coordinators and Trustees regarding members.

Dealing with membership fees:

Many membership fees are processed automatically through the website, however the following needs to be done on a regular basis by the Membership Secretary:

- GoCardless direct debit payments: update memberships to record when payment has been received from GoCardless, or cancel membership if the GoCardless payment fails.

- Stripe (card) payments: ensure membership has been cancelled when a card payment fails multiple times.
- Cheques: renew memberships for any cheques received and then bank the cheques periodically.
- Complimentary memberships: ensure new Group Coordinators receive their complimentary membership and retiring Group Coordinators start to pay for their membership.
- Refunds: Liaise with the Treasurer if a refund is required due to incorrect charging through the website.

Tracking membership numbers:

To assist with the preparation of half-yearly membership reports (see below) the following steps need to be done on a regular basis:

- Update the Excel file of free trial members to record new free trials taken out, and update the list when trials are cancelled or converted to full membership.
- Update the Excel file that tracks membership numbers (full, free trial, complimentary, paused, pending cancellation, cancelled). Follow up any anomalies spotted.

MONTHLY RESPONSIBILITIES:

- Run the list of addresses of magazine subscribers; check it with the previous month and validate the changes. Send the address list to the magazine publishers and liaise with them if there are any questions.
- Run the report that tracks the number of male and female members.

HALF-YEARLY RESPONSIBILITIES:

- Work with the Treasurer on preparing the “old” direct debit list (April & October). Check each person listed is still a member and has not started paying by another method. After the direct debit funds have been received, renew each applicable membership.
- Prepare the Membership Report in Excel for circulation to the Trustees prior to the half-yearly Trustee meeting (April & October). If required, attend the meeting to explain the report and answer any questions about it.

4. Person Specification

4.1 The Membership Secretary must have an open, friendly and welcoming approach and be polite at all times even if dealing with an occasional difficult situation.

4.2 Nearly all interaction with members is by email so the Membership Secretary needs to be adept at writing clear emails and giving “how to” instructions for members to follow.

4.3 As some members do not use the website or are infrequent email users it is important to be considerate when helping them with their questions. A friendly phone call can often help in these situations.

5. General Qualities

As the role has access to personal data the Membership Secretary must have an understanding of the importance of confidentiality and GDPR (General Data Protection Regulation) requirements.

6. Specific Skills and Experience

The majority of the role necessitates working on the administration side of the GOC website so the Membership Secretary must have good internet access and be confident working online with a live system.

The Membership Report and the files used to track membership numbers are in Excel, so the Membership Secretary needs to be comfortable working in Excel.

The Membership Secretary's address is printed on the envelopes that the magazines are sent out in as the "Return to" address, and on the renewal reminder letter sent to magazine subscribers, so the Membership Secretary needs to be happy to receive post at their address and be comfortable that the address is in the public domain.

7. Appointment and Resignation

Trustees are usually elected each year at the AGM as per the Articles of Association. Although there is usually space on the board for members to be co-opted onto the board, these are generally used for securing individuals with skills and experience in fields required at the time. All trustees' terms of office are for one year only and expire at the AGM. Existing trustees can offer themselves up for re-election each subsequent year, provided that they are sponsored as per the Articles of Association. Office holders who are not trustees are appointed by the board. Trustees and other office holders may resign at any time.

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