

Membership Support Officer

JOB DESCRIPTION

PART TIME:	12 hours per week
DURATION:	Permanent
RESPONSIBLE TO:	FCLI Deputy Manager – Marie Gibson

A diligent **Membership Support Officer** is required to work alongside an enthusiastic and dedicated team of staff and volunteers. You will manage the membership of the Fordhall Community Land Initiative - a body of 8000 loyal supporters who have collectively owned Fordhall since 2006.

It is your role to ensure they are nurtured, thanked and appreciated for their support to the Fordhall Community Land Initiative. You will deal with all aspects of shareholder membership from new share issues, to deaths, loans and donations. You will be influential with the growth of this membership as well as with the maintenance of it.

You will be the main contact for our members and as such we require you to ensure the organisational values and vision are communicated to them at every opportunity. Our members are not all local and some have never visited Fordhall, you have a responsibility to help connect them to the farm through your communications.

BACKGROUND TO SOCIETY:

The Fordhall Community Land Initiative (FCLI) is a not-for-profit community benefit society, which owns and utilises Fordhall Organic Farm in North Shropshire as an educational and social resource, promoting sustainable farming and healthy living. It raised an amazing £800,000 in 2006 through a high profile national press campaign to enable Fordhall Organic Farm to be purchased by its non-profit making shareholders, of which there are now over 8000 across 25 countries. This is the first structure of its kind in the England to place farmland into community ownership. The society was created by Charlotte and Ben Hollins, both in their early twenties, and is now developing into an exemplar project with wide reaching appeal and benefits.

“The FCLI aims to improve the understanding of sustainable food and farming through the resource of Fordhall Farm, by being an integral part of the community.”

More information on the current activities at Fordhall can be found at www.fordhallfarm.com.

KEY RESPONSIBILITIES

Membership Management

- To be responsible for the accurate recording of and administration of donations, loans, share purchases/movements, newsletter subscriptions and any other related activity, both in paper form and on our database and adhere to data protection regulations.

- To record membership data and extract where necessary for the purpose of accounting, audits and monitoring.
- To continually review and evaluate the correct systems are being used at any given time and to work with the organisation to update these systems and processes where necessary and appropriate.
- To communicate with members where appropriate in a manner that encourages engagement and conversation. Our members are people too and we want to get to know them and allow them to know you.
- To administer and to be responsible for our direct debit system and monthly submissions to the bank.
- To communicate with members regarding shares / deaths / legacies and to encourage gifts in wills.
- To actively encourage new members to join Fordhall through shares or newsletter subscriptions.
- To ensure our existing members feel valued, appreciated and empowered by their support of the FCLI.
- To manage the transition to a new database and ensure this is developed to fully meet the needs of the FCLI.

Other

- To assist the newsletter editor and other office staff with the distribution of the newsletter
- To actively seek to delegate aspects of your job to volunteers as opportunities arise.
- To keep to deadlines set and work in a professional, efficient and dedicated manner
- To assist with fundraising appeals and strategies to help progress the organisation
- To represent the organisation at external events.
- To continually assess your role and develop and improve it at every opportunity, to enable you to grow with the organisation
- To play your part in ensuring our office environment is well organised, clean and tidy.
- We work as a team and as a result there may be tasks you are asked to do in other departments to enable the FCLI to achieve its aims and objectives for the benefit of the community.
- To ensure you have a clear understanding of what's happening within the organisation at any given time and to communicate this to members when the opportunity arises.
- To assist with the implementation and recording of SOPs (Standard Operating Procedures) as the need arises for the purpose of clear and transparent auditing.
- Undertake any other duties as and when required such as assisting with the AGM, fundraising events or open days/events for Fordhall Farm, which may involve some weekend work.
- Any other administrative duties to support running of organisation
- To adhere to and implement all company policies and procedures

Requirements of the role

- Experience of managing high volumes of personal data
- Experience of importing, exporting and reporting from a relationship database
- Experience of troubleshooting and contributing to the management of administrative/process based systems
- Knowledge and experience of the principles of database management, direct marketing and donor development
- Ability to think analytically and deliver the most effective and accurate solutions for data capture, manipulation and reporting
- Working knowledge of the Data Protection Act / GDPR regulations
- Excellent communication, interpersonal/ relationship building and negotiating skills
- Excellent written skills including ability to write, edit and appraise supporter communications
- Excellent IT skills including Excel to an advanced level and Word
- Excellent project management
- Good attention to detail
- Excellent organisation skills and ability to manage a varied workload