

**Job title: Membership and Governance Officer**

Hours: 28 per week (to be worked flexibly in agreement with line manager)

Salary: £18,400 for 28 hours per week (£23,000 FTE)

Home based with occasional travel to London (travel expenses will be paid)

**About the role**

The primary function of this role is to support the CEO and Head of Membership Engagement with all administrative activities that relate to our existing membership, including updating our CRM system, (ThankQ), dealing with membership correspondence, and sending relevant information to members.

The postholder will also support the CEO in managing relationships with key external stakeholders and dealing with governance.

The postholder will report to the Head of Membership Engagement. The successful candidate will have extensive experience of CRM systems, and knowledge of ThankQ will be a distinct advantage.

**Main Duties**

- Initial contact for all membership, training and stakeholder enquiries
- Processing memberships on ThankQ, to include:
  - Importing new contacts and updating contact information as required
  - Importing new memberships
  - Providing our finance function with the information required to invoice new and renewing members
  - Ensuring that ILM Members' information is accurate and up to date
  - Working with the Head of Member Engagement to shape and send appropriate induction materials to new members
- Events and bookings:
  - Creating new events on ThankQ and our website
  - Overseeing bookings within ThankQ, creating accurate delegate lists and ensuring that Finance have the information required for invoicing
  - Assisting with organising events on Zoom, including sending panellist and delegate links
  - Starting and hosting some webinars, sharing this responsibility with the Head of Member Engagement (this postholder will not actually be delivering any training)
  - Assisting with the administration of our main qualification, the Certificate in Charity Legacy Administration and other training programme administration
  - Uploading webinar recordings after sessions to the ILM viewing gallery
- Governance
  - Supporting the CEO in sending out Board Papers and other Board Communications
  - Maintaining our secure archive of Board Papers and other documents

### **Person specification:**

- ThankQ database experience including experience of administrating membership processes
- Experience of overseeing a busy inbox, responding, or delegating enquiries to colleagues as appropriate
- Strong organisational and record keeping skills, including financial admin
- Experience of using the range of Microsoft applications
- Experience of setting up online training events via Zoom (or other platform)
- Minimum 2 years' experience of providing customer service via email and / or telephone

We are an equal opportunity employer, and welcome applications from all suitably qualified persons from all backgrounds. We would be particularly pleased to welcome applications from communities that are underrepresented in the charity sector.

To apply for this new and exciting role, please send a CV and a covering letter to [membership@legacymanagement.org.uk](mailto:membership@legacymanagement.org.uk) outlining why you are the right person for the job.

If you have any questions in advance of submitting your application please email [membership@legacymanagement.org.uk](mailto:membership@legacymanagement.org.uk).

The closing date for applications is Sunday 5<sup>th</sup> September.

### **About ILM**

Offering specialist training and qualifications, expert advice and a growing support network, the Institute of Legacy Management (ILM) is the membership body for all those working in legacy fundraising for charities. Established in 1999, we now represent and support nearly 600 individuals, working in nearly 400 charities, not-for-profit organisations, and associated professions.

Across the sector, legacy professionals are responsible for over £3bn of charitable income each year – income that many charitable organisations rely on for their survival. They are proud of the work they do; they know they are representing a person's final wishes, and they conduct their work with great skill and compassion.

Ultimately ILM seeks to ensure that every donor's charitable legacy achieves its greatest potential. In working towards that goal, the Institute partners with a range of organisations and professional bodies to ensure the legal environment supports and promotes charity legacy giving, and to offer members additional support, information, and collaboration opportunities.

For more information please visit our website at [www.legacymanagement.org.uk](http://www.legacymanagement.org.uk).