



Mountaineering Scotland

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Job Description

Member Services & Events Officer (Full time contract – 37hr/wk)

The Role

This is a key role in the Member Services & Communications Team as the first point of contact for members, clubs and the public, providing excellent customer service and supporting the Mountaineering Scotland team to achieve targets for membership recruitment, retention and engagement and the organization and delivery of key events.

Job Context

More people than ever before are exploring Scotland's world-renowned landscapes and it's an exciting time to be working with Mountaineering Scotland as part of a small but dedicated team focused on ensuring members get the most out of these unique places. Mountaineering Scotland is the representative body for hill walkers, climbers and ski-tourers and campaigns actively on a wide range of issues including access rights, protection and conservation of the mountain landscape. We are a not-for-profit company with twelve employees, a growing membership of over 15,500 and a turnover of over £500k.

Working with a range of partner organisations, we promote mountain safety through the delivery of skills-based courses and raise awareness of hazards in the mountain environment through a range of communication channels. Mountaineering Scotland is also the national governing body for the sport of indoor climbing, which was an Olympic event for the first time in 2020, and has introduced ClimbScotland, an innovative and successful programme which encourages young people to take up the sport of climbing.



The post holder will be part of the Member Services and Communications team, however they will work closely with all members of staff in their role. The role is a busy one acting as a first point of contact and interacting directly with our individual and club members. The postholder will also play an essential role in growing our membership and ensuring members get an excellent experience as part of the Mountaineering Scotland community.

Mountaineering Scotland is committed to being an employer and volunteer organisation that recognises and encourages equal opportunities, diversity, inclusion and respect in the workforce, with employment conditions and practices that ensure all staff and volunteers are treated equitably. We particularly welcome applications from those who are significantly underrepresented in our sector, such as women, people with disabilities (including hidden disabilities) and individuals from Black and Minority ethnic communities.

Main duties and responsibilities

Member Services

- Be a first point of contact for member and prospective member and club enquiries, providing a friendly, responsive and consistent service to all enquiries.
- Proactively promote the benefits of Mountaineering Scotland membership to prospective members and clubs.
- Carry out all administrative activities relating to club and individual membership, including processing new memberships, renewals and donations, and generating the relevant paperwork.
- Work with the Member Services & Communications Manager to coordinate a calendar of routine communications as part of the member journey, in response to event bookings, for new members, lapsed members and club organisers to encourage engagement and member retention.
- Monitor stocks of membership cards, free gifts, merchandise and other essential items and reorder as required.
- Coordinate and communicate updates and developments to the membership database (JustGo) to staff, volunteers and members and maintain an up-to-date procedures manual for key tasks.
- Work with our database supplier and user group forums to address any issues that arise and enhancements to the database and member portal usability and functionality.
- Regularly monitor and check member records and payments are up to date and accurate in the membership database.
- Oversee and develop the package of member offers, discounts and other benefits and work with the Member Services & Communications team to promote these to members.
- Accurately report and monitor key performance indicators and membership targets for internal and external reporting through monthly membership stats and other key reports.

- Develop an understanding of creating and amending reports in the membership database through training and the support desk.
- Develop reports and workflows to streamline membership and event administration processes.
- Coordinate one or more volunteers to support member services and administrative tasks.
- Generate magazine and e-news mailing lists to share securely with suppliers.
- Follow data protection policy and good practice at all times to ensure the privacy and security of members personal data.

Event support and delivery

- Coordinate with staff team to efficiently manage the setup, booking process and administration for events, courses and competitions in JustGo and other online platforms, and provide regular updates on bookings to event organisers.
- Provide training for staff, volunteers and event organisers where appropriate to allow them to manage the set up and administration of events.
- Support members to book events online or by phone.
- Ensure post-event admin task eg issuing certificates, post-event emails are carried out in a timely manner.
- Work with the CEO to coordinate the annual AGM, voting papers and voting process.
- Work with the Member Services & communications Manager to develop and coordinate a team of event volunteers.
- Support the planning, organisation and delivery of other events for members and non-members.

Other

- Provide admin support to ensure smooth running of head office.
- Coordinating delivery and mailing of post.
- Provide training for staff, club organisers and volunteers using JustGo as required.
- Update website pages relating to membership, member benefits, events and courses and other related matters as required.
- Work with the staff team to explore and develop new ways to manage membership and events admin and processes to improve customer experience and efficiency.
- Any other duties as deemed necessary from time to time.

PERSON SPECIFICATION – EXPERIENCE & SKILLS

Essential Attributes

- Experience of delivering excellent customer service.
- Excellent oral and written communications skills.

- Experience of organising and delivering events.
- Good working knowledge of Microsoft packages including Excel, Word (including mail merge), Outlook, Teams and willingness to learn new applications as required.
- Experience of using and administration of membership database and/or CRM.
- Experience of data entry and an ability to analyse data and produce reports.
- Working knowledge of GDPR/current data protection legislation and cyber security best practice.
- Ability to use own initiative, prioritise and organise own workload and manage conflicting priorities while meeting deadlines.
- Excellent organisational skills, methodical approach to planning and attention to detail
- Creative, forward thinking, flexible approach.
- Willing to attend occasional events out of office hours (weekends/evenings).

Desirable Attributes

- Interest in and understanding of issues relevant to Scottish mountaineering and indoor climbing.
- Experience of working within a membership organisation or member of a club.
- Previous experience of working with volunteers.
- Experience of updating and producing content for websites including using HTML and CSS.
- Experience of using Mailchimp or similar.
- Experience of using social media promote events and engagement with followers.
- Previous experience of club development and support.
- Driving licence

Expectation

The post holder is expected to understand, and where appropriate, apply the policies and procedures contained in the Mountaineering Scotland Company Manual.

Accountable to whom

The post holder reports to the Member Services and Communications Manager who is the line manager.

Working Hours & Remuneration

This is a full-time position working 37 hrs a week during normal office hours with the option to work flexibly to be agreed on appointment. The contracted place of work will be the office in Perth however there is the potential for home / remote working subject to negotiation.

The FTE salary for the post is from £22,157 - £25,850 and the position on the scale will be negotiable on appointment depending on previous experience.

