



Mountaineering Scotland

The Granary
West Mill Street
Perth PH1 5QP
Tel: 01738 493 942
info@mountaineering.scot

Job Description

Membership and Administrative Officer

Full-time contract – 37hr/week

Salary scale: £25,918 - £30,237 per annum

The Role

This is a key role in the organisation as part of the Member Services & Communications Team. You will be the first point of contact via phone and email for members, clubs and the public, providing excellent customer service and working with the team to support the delivery of the Mountaineering Scotland membership strategy including member recruitment, retention and engagement, as well as supporting the running of our head office in Perth.

Job Context

More people than ever before are enjoying Scotland's outdoor spaces and indoor climbing facilities and it's an exciting time to be working with Mountaineering Scotland, as part of a small but dedicated team focused on ensuring our 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 fifteen employees, a growing membership of around 16,000 individual and club members and a turnover of over or around £500k.

Working with partner organisations, we promote mountain skills, self-reliance and safety through the delivery of courses and awareness raising campaigns. Mountaineering Scotland is also the national governing body for the sport of indoor climbing, an Olympic discipline, and our ClimbScotland initiative aims to encourage more young people to take up 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 on a daily basis.

Mountaineering Scotland is committed to being an employer 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 communities.

Main duties and responsibilities

Member Services

- Act as the primary contact for general, member and club enquiries.
- Carry out all administrative activities relating to club and individual membership, including processing new memberships, gift memberships, renewals and donations, and providing support and information to members and prospective members where needed.
- Work with the Member Services & Communications Manager and Membership & Club Development Officer to support member and club engagement, recruitment and retention.
- Support club committees to manage and renew memberships through our online membership database JustGo through online training and support guides.
- Monitor stocks of membership cards, merchandise and other essential items and reorder as required.
- Regularly monitor and check member records and payments are up to date and accurate in the membership database.
- Accurately report and monitor key performance indicators and membership targets for internal and external reporting through monthly membership insights and other reports as required.
- Support the development of reports and workflows to help streamline membership and administration processes.
- Coordinate one or more volunteers to support member services and administrative tasks.
- Generate mailing lists as required to share securely with staff and suppliers.
- Follow data protection policy and GDPR good practice, ensuring the privacy and security of members personal data.

Event administration

- Coordinate with the staff team to efficiently manage the setup, booking process and administration for events, courses and competitions in JustGo and other online platforms, monitor bookings 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 and clubs to book events online or by phone.
- Ensure post-event admin task e.g. issuing certificates, post-event emails are carried out in a timely manner.

Other

- Manage office supplies, meeting room bookings and general administrative tasks to support the smooth running of the head office.

- Provide admin support to the CEO to organise the annual AGM, voting papers and voting process.
- 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, providing training for staff, club organisers and volunteers using JustGo as required.
- Liaise with the JustGo support desk as required and attend JustGo user group forums to keep up to date with enhancements, usability and functionality.
- Any other relevant duties as required from time to time.

Performance Measures

Performance will be assessed by reference to the successful achievement of the activities and outcomes stated in 'Key Responsibilities and Areas of Work' described above and the achievement of targets defined in the annual operational plan.

PERSON SPECIFICATION – EXPERIENCE & SKILLS

Essential experience and skills

- Relevant experience in an administrative or customer service role.
- An active interest in outdoor activities in Scotland.
- Excellent oral and written communications skills and ability to interact with others in a friendly, calm and professional manner.
- Proficient user of Microsoft Excel including pivot tables and basic formulas.
- Excellent working knowledge of Microsoft Word (including mail merge), Outlook and Teams and willingness to learn new applications as required.
- Experience of using JustGo membership database or other CRM systems.
- Experience of creating reports e.g. membership performance.
- Working knowledge of GDPR/current data protection legislation and cyber security best practice.
- Ability to use own initiative, prioritise and organise a busy workload and manage conflicting priorities and deadlines.
- Excellent organisational skills, methodical approach to planning and attention to detail.
- Creative, forward thinking, flexible approach.
- Available to work a minimum of 2 days a week in our Perth office and attend occasional events out of office hours (weekends/evenings).

Desirable experience and skills

- An understanding of issues relevant to Scottish mountaineering and indoor climbing.
- Experience of working within a membership organisation or as a member of a club.
- Previous experience of working with volunteers or in a voluntary organisation.
- Experience of creating and writing marketing emails using eg Mailchimp
- Experience of using social media in the workplace to promote events and engage with followers.
- Full driving licence and access to a vehicle or other transport.

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 37hrs per week, excluding lunch breaks. The salary for the post is from £25,918 - £30,237 per annum, paid monthly and the position on the scale will be negotiable on appointment depending on previous experience. The duties require the post holder to work an unspecified number of irregular hours including evening and weekend work, in which case the post holder is entitled to time off in lieu to be agreed with the line manager.

The contracted place of work will be hybrid working (Home/Perth Office) subject to negotiation and with a minimum of 2 days/week in the Perth office. The post holder will be entitled to 35.5 days paid annual leave per annum, this includes 10 days public holiday and 25.5 days annual leave increasing to a maximum of 38.5 days after 3 years.

This Job Description is subject to regular review and may be updated accordingly to reflect the evolving needs of the position and organisation.

Probationary Period

The post is subject to the completion of a successful probationary period, which will be assessed on the basis of the Performance Measures stated above. The line manager will hold interim review meetings on a regular basis prior to the expiry of the probationary period.

Additional employee benefits

- Flexible working hours with the potential for home working
- Generous annual leave and ability to claim reasonable expenses.
- Access to workplace pension with employer contributions matched up to 6%.
- Employee Assistance Programme
- Provision of Mountaineering Scotland branded clothing, access to pro deals on equipment and clothing.
- Free access to the Mountaineering Scotland skills training courses.
- Access to sportscotland's Learning and Development programme and other relevant development opportunities.
- Opportunity work from a modern refurbished office in central Perth.
- Access to the 'Cycle to Work' scheme.

Applications should be submitted through the [online application form](#).

Closing date for applications: 12 noon Friday 4 September 2026

If you have any questions about the role, please contact Stuart Younie, CEO: stuart@mountaineering.scot