



JOB DESCRIPTION

Job Title: Membership Assistant
Responsible to: Membership Manager
Responsible for: Membership and Registration
Base: London/Hybrid
Term: Permanent

As a Membership Assistant, you will work across the Membership area to provide excellent support to members and individuals wishing to join the Institute.

Providing clear and timely information, you will keep accurate member records and ensure that queries and applications are processed efficiently.

Additionally, you will provide administrative support to the Membership Committee who oversee the admission to membership and professional registration and present online/face to face sessions on membership and professional registration, to encourage growth.

You must be experienced in working within a membership body or similar and have strong administrative experience. You will be comfortable in talking to members, industry, academia, governmental bodies and other professional bodies on a regular basis. You will be comfortable with using a CRM, have good attention to detail, be hard working and a team player who is ambitious to learn and develop.

Main Responsibilities:

- Ensuring compliance with the IMarEST's Royal Charter and By-Laws, the terms of the Institute's licenses from the Engineering Council and Science Council and other IMarEST/Engineering Council/Science Council rules and regulations in relation to the below responsibilities.
- Providing administrative support to the Membership Committee, including, preparing applications, working closely with the Committee and producing outcome emails to candidates.
- Responding to member enquiries by telephone and email in a timely manner.
- Processing applications for membership and professional registration, including Defined Routes.
- Processing payments for applications and renewals.
- Liaising with the Engineering Council and Science Council and associated bodies in conjunction with other departments to ensure the smooth running of any licensing inspections.
- Supporting all license reviews.
- Maintaining and improving processes and documentation relating to your area.
- Lead on CPD collection and reviews, taking part in internal audits and providing information for the Engineering Council / Science Council reports.
- Presenting online/face to face sessions on membership and professional registration, to encourage growth.
- Representing IMarEST at national and international events, if required.



International HQ: 1 Birdcage Walk, London SW1H 9JJ • **Tel:** +44 (0) 20 7382 2600

Asia-Pacific Office: 298 Tiong Bahru Road, #05-01 Central Plaza, Singapore 168730 • **Tel:** +65 6472 0096

Registered Charity No. 212992 • Registered Company No: RC000256 • Chief Executive: Chris Goldsworthy CEng CMarEng FIMarEST • Founded 1889. Incorporated by Royal Charter 1933
Licensed body of the Engineering Council (UK) and the Science Council

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Key Attributes and Skills Required:

- Administrative experience
- Experience of working in a busy, customer service-focused office environment
- A confident, engaging telephone manner
- Excellent written and verbal communication skills
- IT proficiency
- Strong organisational skills
- Attention to detail
- Presentation skills (desirable)

The post holder may be required to:

- a. undertake additional or other duties as necessary to meet the needs of the Institute
- b. work hours which sit outside of a standard working day
- c. travel within the UK and internationally as part of the role

The post holder must be legally entitled to work in the UK

This job description may be reviewed and amended as appropriate in light of any changes to the Institute.



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