

Job Description

Job Title	Service Innovation – Membership Assistant	Grade	1
Department	Service Innovation	Reports	0
Reports to	Service Innovation Team Leader – Membership & Engagement		

Our Values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

Main Purpose of the Role

Provide consistently high standards of customer service to all stakeholders through the effective use of processes and systems, ensuring work is completed against agreed targets and KPI's. Provide effective administration of APM membership and events-related activity, ensuring smooth information flow between key stakeholders.

Dimensions & limits

Completion of tasks and activities as defined in relevant procedures and work instructions. Effective use of systems and processes. Contribute ideas to improve efficiency.

Key Relationships

Internal

- All APM departments

External

- Members and potential members, external suppliers, panel members, corporate contacts, and other key stakeholders

Career Development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events

Confidential

Role: Service Innovation – Membership Assistant

Version: 7

Date: November 2022

- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths
- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions

Key responsibilities / accountabilities

Administration

- Archive membership and events-related documentation in conformance with APM's Retention Policy
- Provide administrative support to the Membership and Engagement Team Leader
- Accurate maintenance of database and paper records
- Ad hoc duties within scope of role and sphere of influence

Customer Service & Communication

- Resolve booking issues and work closely with the APM events teams to provide a positive customer experience
- Effectively respond to all queries related to the APM membership standards and events via e-mail, web chat and phone, in line with agreed SLAs for response times. Provide consistently high levels of customer service to all stakeholders
- Communication with the Membership Panel to assist in coordinating availability for application reviews

Processes & Procedures

- Apply robust operating procedures for the administration of individual and corporate membership applications from UK and overseas applicants, including the review and processing of applications, supporting the end-to-end process from application submission to issuing of results, handling of any feedback
- Undertake key events processes from the initial creation of events through to the management of bookings and 'on the day' assistance
- Pro-actively seek out business and process improvement opportunities
- Efficient coordination of the Panel processes

Key Performance Measures

- Administrative tasks are completed accurately and in a timely manner
- Application processes are well organised in line with agreed SLAs
- Efficient management of the Panel assessment process
- Evidence of a proactive approach and tracking against targets
- Event processes are completed accurately and in a timely manner

Key Performance Measures

- Liaison with key internal stakeholders to ensure events run smoothly and a positive customer experience
- Documents are archived and referenced in line with policy accurately
- All queries are responded to within current agreed SLAs
- Stakeholder feedback
- Administrative tasks are completed accurately and on time
- Process and standard implementation
- Identifications and implementation of proposed improvements
- Communicate politely and clearly with the Membership Panel via email
- All correspondence recorded on the database
- Applications are sent to the Panel in line with the agreed SLAs
- Delivery to specified requirements and deadlines

Person Specification – Service Innovation – Membership Assistant

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSEs including Maths and English or equivalent 	
Experience	<ul style="list-style-type: none"> • Experience within a customer services role with effective communication skills via e-mail, telephone and web chat 	
Knowledge	<ul style="list-style-type: none"> • Minimum intermediate level Microsoft Office and database IT skills 	
Skills	<ul style="list-style-type: none"> • Strong time management and organisational skills • High degree of attention to detail and accuracy • Strong communication skills - both verbally and in writing - to 	

	<p>effectively communicate with a range of stakeholders</p> <ul style="list-style-type: none"> • Good problem-solving skills • Relationship building skills – developing and maintaining good relationships with customers and colleagues 	
<p>Behaviour / competency</p>	<ul style="list-style-type: none"> • Strong communication skills • Concern for accuracy • Customer focus • Time management and organising 	