



JOB DESCRIPTION

Job/Role Title:	MEMBERSHIP SERVICES EXECUTIVE
Reporting to:	BUSINESS OPERATIONS DIRECTOR
Location:	World Sailing, 20 Eastbourne Terrace, London

Background

World Sailing is the world governing body for the sport of sailing, officially recognised by the International Olympic Committee (IOC) and International Paralympic Committee (IPC)

World Sailing is responsible for:

- the promotion of the sport internationally;
- managing sailing at the Olympic and Paralympic Games;
- developing the Racing Rules of Sailing and regulations for all sailing competitions;
- the training of judges, umpires and other administrators;
- the development of the sport around the world; and
- representing the sailors in all matters concerning the sport.

The principle members of World Sailing are the 145 'Member National Authorities' (MNAs) and the 100+ 'Class Associations'.

We have a clear and ambitious vision:

A world in which millions more people fall in love with sailing; inspired by the unique relationship between sport, technology and the forces of nature, we all work to protect the waters of the world.

Our mission:

To make sailing more exciting and accessible for everyone to participate or watch, and use our reach and influence to create a sustainable future for our sport and the waters of the world.

World Sailing will be moving from Southampton to a new headquarters building in London on the 31/07/17.

Role

Reporting to the Business Operations Director, the Membership Services Executive will have a varied role and will be responsible for carrying out administrative tasks across a wide range of functions. This will be a front line customer services role within World Sailing and will provide person-to-person support via telephone and email to ensure our members have the best possible experience of World Sailing as an organization.

To deliver a culture of proactive behaviour and a commitment to a high standard of customer service.

Key Responsibilities

Membership Services

- To monitor and respond to member enquiries, liaise with members as and when required and liaise with the appropriate Teams when necessary.
- Administration of membership applications.
- To ensure membership subscriptions are collected promptly and recorded correctly.
- Help develop and then oversee the implementation of a suite of on line and offline benefits and services to members, identifying areas for change or improvement in consultation with the Business Operations Director.
- To help establish and implement a strategy for enhancing the levels of member engagement.
- To review, develop and monitor the effectiveness of all relevant promotional material with the Commercial Team, ensuring it is up to date and fit for purpose.
- To manage the work relating to the provision of effective membership benefits and services, working with all appropriate World Sailing Teams, in order to ensure we maximize the potential to engage with members through our service provision.
- To identify and develop effective online services and systems to help with the achievement of membership services.
- Develop friendly, positive and supportive relationships with members and to provide them with excellent service.

Human Resources / Health and Safety

- To administer all matters relating to job applications, up to interview.
- To ensure that all staff are aware of their responsibilities with regard to Health and Safety legislation.
- To ensure that risk assessments are carried out annually, to evaluate assessments and keep records in accordance with Health and Safety policy and requirements of HSE.
- Organization of staff inductions.
- Report any potentially dangerous situations in the work place or any perceived or assessed short comings in Health and Safety arrangements to the Business Operations Director.

General

- To ensure administrative systems, processes and databases are efficient and well managed.
- Preparation of schedules / proposal forms for the annual insurance renewal.
- To assist with the preparation of papers for various meetings adhering to strict deadlines.
- Assist the Business Operations Director in preparations for World Sailing conferences and meetings.
- Maintain the meeting microsite ensuring the meeting schedule is up to date and accurate.
- Attend the Annual Conference and Mid-Year meetings to help on the registration desk. This will involve travel abroad.

Other duties

- Other tasks as agreed with the Business Operations Director and CEO as appropriate to the role.

Relationships & Interfaces

Strategic reporting to:

- Business Operations Department

Interaction with:

- World Sailing staff, Members, visitors

Personal Attributes & Experience

Essential

- A degree level qualification
- Excellent written and verbal English language skills
- Excellent interpersonal skills
- Ability to interact with people from different countries and cultures
- The ability to meet tight deadlines
- A flexible approach in a small team
- Evidence of working within and contributing to a team environment
- A willingness to learn new skills and develop existing competencies
- Interest in the sport of Sailing
- Strong communication and negotiation skills
- Excellent organization and analysis skills
- Team player
- Innovative and a problem solver
- Ability for occasional travel abroad with reasonable notice

Desirable

- Interest in Sport
- Second European language
- Confident in editing and publishing online

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age