

JOB DESCRIPTION

JOB TITLE:	Finance & Membership Administrator
Location:	London Region
Grade:	4
Reporting to:	Regional Finance Officer / Deputy Finance Officer

MAIN RESPONSIBILITIES:

As part of the Regional Finance & Membership Department, the postholder will use their professional attitude, communication skills and customer service experience to deliver an excellent service to GMB members.

Being the first point of contact for membership queries, maintaining the membership system and databases, the postholder will assist new members in joining GMB and also assist in maintaining and increasing membership retention levels.

As part of a team, build knowledge and experience to identify new practices that could be introduced or suggest modifications to existing practices that could increase membership retention levels and productivity.

SPECIFIC TASKS AND DUTIES

Application Forms

- Process new application forms, and ensure accuracy when processing data, financial information and sensitive confidential data
- meeting deadlines in relation to membership forms being input by the last working day each month.

Online Joiners

- Update details of online joiners when received from the system/ NAU on a daily basis and dealing with any queries relating to online joiners.

Membership

- Generate a variety of correspondence and ensuring clear and accurate records are maintained and updated.
- Deal with membership issues via telephone, email and postal correspondence, including amendments to contribution types, changes in contribution grades, address updates and changes to employer details and branch changes.
- General updates on the membership database including sensitive data.
- Liaise with Press & Communications and in line with GDPR policies ensure member records are kept updated with contact and preference options to ensure communications are relevant.
- Deal supportively and tactfully with all members including dealing with member complaints and enquiries providing a high level of customer service at all times. This includes providing advice and information to ensure membership retention.
- Communicate / assist often irate and difficult members on a daily basis in a professional manner.

Membership Cancellations

- Deal with membership cancellations and update the membership system information accordingly.

Membership Retention

- Retain and renew Union members responding to emails, communicating with and update members as necessary with regards to current retention projects
- Ensure members have full knowledge and clear understanding of membership benefits.
- Produce statistical reports in line with current GMB retention policies.

Membership Arrears

- Calculate contribution arrears and arrange collection of funds.
- Close liaison with the Legal Department when arrears are outstanding on a live claim to ensure accurate and efficient correction of membership arrears when appropriate.

Employer and Workplace Data

- Set up new employer/workplace codes and request the setting up of income sources from the NAU.

Post-Holders

- Maintain and update postholders information and data and liaise with Regional Education Department with regards to reps.

FINANCIAL

Card Payments

- Deal with cheques received and card payments over the phone and update the membership system accordingly.

Funeral Benefit

- Deal with funeral benefit claims from member's next of kin, checking claim and send to NAU for settlement
- Regularly communicating with distressed/grieving persons.

Refunds

- Process, calculate and issue of refunds on a weekly basis.

Lay Delegate Expenses

- Receive, process and code claims for expenses for lay delegates
- Ensure they are authorised by the appropriate Officer/ Manager then authorise the claim before sending to NAU for settlement.

Banking

- Authorised signatory on Region and Branch bank accounts.
- Process and/or authorise bank payments on Unity Trust bank as required.
- Update information on bank accounts with Unity Trust, using appropriate online forms.

Branches

- Liaise with Branch Secretaries as required in relation to providing information and guidance on Branch accounting
- Submit quarterly Branch accounts and process Branch payments and Branch queries.

Petty Cash

- Process Petty Cash for outer Regional offices on production of receipts when required and update systems accordingly.

ADMINISTRATION

Emails

- Sole responsibility for monitoring and processing emails received in the London Membership Mailbox in a timely manner and prioritise urgent emails.
- This includes prompt action and dissemination of issues to Regional Organisers to resolve members issues, sometimes dealing with confidential and sensitive matters.

Membership Cards

- Request membership cards when necessary.

Check-Off Letters

- Generate, print and process company letters for new members to start deductions of contributions from member's salary.

Direct Debit Letters

- Generate, print and process Direct Debit confirmation letters to members by post and email.

Apprentice and Unemployed Letters

- Call members after 26 weeks to ensure their membership is up to date
- Monitor apprentice and unemployed members ensuring follow-up letters are sent to appropriate members when necessary and membership contributions are updated accordingly in line with the Rule book deadlines.

Transfers

- Liaise with Senior Officers with regard to authorising inter-Region and Branch transfers.
- Process member information

Ballots

- update members information to be ballot ready
- Liaise with external agencies, employers and Senior Officers paying attention to deadlines in line with GDPR regulations and procedures with regards to processing ballot and submission to CIVICA/third parties.

Sheet Changes

- update of Officer sheet changes when received from Regional Secretary's Office when required.

Post

- Deal with incoming post, open and stamp correspondence and distribute to relevant person/department.

Filing

- File all membership correspondence in accordance with GMB data retention and GDPR policies.

Covering Staff Holidays

- Provide administrative cover for team members ensuring holidays are sufficiently covered.
- Assist in special or emergency situations

REPORTING

Statistics

- Liaise with Senior Officers, Regional Organisers, Staff and Branches to ensure that the membership database is kept updated and correct, i.e. officer responsibilities, branch data, employer and workplace data.
- Provide and distribute regular statistical analysis reports on various membership data as required by the Regional Secretary and Senior Officers.

OTHER

Recruitment

- Visit workplaces with Regional Organisers for the recruitment of members and to provide information and advice

PERSON SPECIFICATION:

- Excellent administration and organising skills to high standard.
- Good standard of verbal and written communication skills including the ability to communicate effectively and appropriately with a variety of people and organisations in a positive and helpful manner.
- Good interpersonal skills including having empathy and understanding with the issues faced by members in order to provide support to GMB London Region members.

- Ability to produce work to a high standard ensuring accuracy and close attention to detail.
- Ability to be discreet with confidential, contentious and sensitive materials is essential and make personal judgements as required.
- Ability to exercise initiative in dealing with members' problems and identifying solutions.
- Ability to work in a fast paced and frequently high-pressure environment both to a specific work programme and frequent on demand ad hoc requests is essential
- Flexibility and ability to prioritise workload, undertake projects and work to deadlines, alongside day-to-day requests for assistance often under pressure.
- Strong data entry and IT skills and knowledge of financial systems and processes
- The ability to work flexibly in a team, independently and on your own initiative and to co-operate with colleagues to ensure delivery of departmental targets.
- Strong influencing skills

KNOWLEDGE:

- Broad knowledge of all levels of GMB structures, aims, policies, procedures and practices
- Ability to follow GMB processes and systems
- Knowledge of using online membership systems, computer applications and platforms and the ability to use the Internet for retrieving information.
- Knowledge of using and understanding financial systems, processes and regulations within GMB guidelines
- Excellent and accurate keyboard and IT skills, together with a readiness to use online databases.

EXPERIENCE:

- Proven experience of organising and prioritising a high workload, working to tight deadlines, as part of a team, and on their own using initiatives in coping with the demands of the post.

- Experience of giving practical advice to members and lay representatives in accessible formats.
- Experience of working with data and databases ensuring quality, integrity and accuracy of data
- Experience of working in a membership services environment