

The information provided in this Job Description is given to ensure that the post holder has the best opportunity of understanding what is required to be effective in the post. It is not intended to be prescriptive in every detail and it is expected that the post holder will be as positive and flexible as possible in using this as a framework.

Job Description

Job Title:	Membership and Registration Manager
Accountable To:	Chief Executive
Accountable for	Registration and Accreditation Officer, Registration and Accreditation Administrative Assistant
Location:	Office-based (Hammersmith, London), with occasional homeworking as agreed by line manager and in accordance with business needs.
Status:	Full Time (35 hours per week), Permanent (Band 4)

The Position

This role is responsible for overseeing the membership lifecycle process. In addition, this role coordinates and actively manages the administration of applications and renewals for the Institute's accreditation and professional registration assessments, working closely with our voluntary assessors and committees. These functions are managed using the Institute's CRM system and integrated software.

Summary of Role and Responsibilities

More specifically, responsibilities include:

Membership operations support for individual memberships

- Oversee the operational running of the Registration and Accreditation team and liaising with colleagues to ensure an efficient and effective member lifecycle support.
- Oversee individual membership renewals, including enquiries and technical support
- Copy writing and implementing lifecycle related communications plans, such as renewals and welcome communications.
- Coordinating the Registration and Accreditation team's customer service support for membership lifecycle enquiries, including setting customer service standards, creating efficient processes for the team to resolve queries, and providing training on troubleshooting.

Membership, register and CPD assessments

- Overseeing and coordinating the Institute's Member (MIFST) and Fellow (FIFST) applications and range of Register application processes.
- Ensuring the integrity of the registers, including registrant revalidation and register subscription renewals.
- Working with and supporting the various assessment panels to ensure applications are processed consistently and speedily.

- Recruiting new assessors; organising training for new and existing assessors.
- Supporting the Membership Assessment Panel in the QA of their assessment processes
- Preparing and communicating with registrants concerning their revalidation.
- Coordinating CPD monitoring and associated assessment processes, including overseeing CPD audits, promoting CPD and conducting interviews about CPD
- Monitoring and reporting on agreed performance metrics to the relevant panels, to the Professional Development Chair and the Board.
- Preparing data and management information for Science Council reports, attending meetings to represent IFST and keeping up to date with Science Council requirements.
- Work with colleagues to ensure register subscription renewal notices and reminders are issued, payments are processed, and non-payers are dealt with appropriately.
- Overall coordination of access to My CPD for members and non-members.

Promoting professional development

- Working with colleagues and supporting Senior Commercial Manager to promote professional recognition and CPD to members and employers.
- Working with the Senior Commercial Manager to help develop, coordinate and support employer professional development schemes.

Accreditation

- Coordinating the assessment processes for the Institute's sensory course accreditation schemes through the relevant assessment panels.
- Coordinating reaccreditations and revalidation of sensory courses.
- Resolving enquiries from sensory courses, including working with Lead Assessor to resolve technical enquiries.
- Overseeing the annual SALSA assessment processes with the appointed Chief Assessor to ensure SALSA Technologies works to agreed standards.
- Overseeing the coordination of sensory examinations and moderation, including supporting the implementation of new curriculums.

CRM

- Overseeing all individual membership lifecycle and My CPD processes in the CRM
- Resolving membership lifecycle issues in system, using both own knowledge of CRMs and Oomi support
- Identify, recommend and implement quality and efficiency improvements to the CRM relating to membership lifecycle, membership and registration assessments and My CPD.
- Providing reports to Board and IFST committees on areas relating to team's role and drawing insights from this data.
- Working with staff across the Institute to ensure the integrity, quality and accuracy of data.

Finance

- Supporting all individual membership finance processes, including internal/external enquiries and providing technical support
- Utilising CRM and finance software to take payments, issue invoices and credit notes, and provide reports for individual memberships and accredited courses.
- Supporting creation of budgets for individual memberships, IFST registers, Science Council Registers, and course accreditation
- Working with Board of Trustees on fee increases and operationalising these.
- Working with IFST Finance Officer to introduce and implement new financial processes related Membership, Registration and Accreditation.

Management of Membership and Registration Team

- Line manage and develop Registration and Accreditation Officer and Registration and Accreditation Administrative Assistant.

- Ensure operational processes, procedures, practices and policies are reviewed and updated regularly, and ensure staff within the team are appropriately trained.

Other responsibilities

- Working with the Science Council, licensed bodies, and other professional bodies to uphold and promote professional standards.
- Working with the Chief Executive, Senior HR and Operations Manager and trustees on Equality, Diversity and Inclusion including representing the IFST on Science Council EDI working groups.
- Providing committee support for Membership Assessment Panel, Education and Professional Development Committee, Accreditation Panel and Sensory Science Accreditation & Education Group, including working with the Chairs to create agenda, meeting support, providing reports, advice and guidance, and minute taking.
- Maintaining and updating procedures relevant to the functions and responsibilities of the role.
- Overseeing processes for purchasing IFST Handbooks.
- Participating in development projects and other activities as required.
- Contributing to the shared team activities within the office.

Membership and Registration Manager - Person Specification

Criteria	Essential	Desirable
1. Skills	<p>Strong IT skills including ability to use standard Microsoft 365 packages and CRMs.</p> <p>Good written communication skills.</p> <p>Attention to detail and accuracy.</p> <p>Strong personal organisational skills.</p> <p>Ability to work on own and as a member of a team.</p> <p>Strong customer service skills</p>	<p>Confidence to interact with people at all levels and backgrounds.</p>
2. Knowledge	<p>Knowledge of professional development and recognition schemes</p>	<p>Knowledge of University sector and academic qualifications framework.</p> <p>Knowledge of CPD.</p> <p>Knowledge of Science Council and its associated processes.</p>
3. Qualifications/ training		<p>BSc or equivalent level</p>
4. Experience	<p>Membership operations (e.g. applications, onboarding, renewals, etc.).</p> <p>Coordinating customer service functions.</p> <p>Administration of registration and professional recognition processes.</p> <p>Experience in managing one or more direct reports.</p> <p>Administration of CPD audits and course accreditation.</p>	<p>Food sector experience.</p> <p>Experience of using a wide range of CRMs, particularly Oomi.</p> <p>Experience of processes and software underpinning membership financial processes, including Xero, Smart Debit and Stripe</p> <p>Creating budgets and interpreting financial data</p> <p>Data reporting and analysis.</p> <p>Coordinating/liasing with volunteers and of supporting committee meetings.</p>
5. Other	<p>Willingness to undertake shared team activities.</p> <p>Flexibility and willingness to undertake a variety of duties.</p>	