

Member Services Officer

About the Job

BMKALC are looking to expand the team. We need targeted support for our member services. We use standard Microsoft Applications, Canva, Adobe Professional and our online Business Management system based on a WordPress platform.

This role would suit a methodical and reliable individual with an enquiring mind and a genuine interest in developing effective and inspirational support for our local councils. You will need to love working with people whilst maintaining discretion and always being professional. You will be working with our members, our member service partners, as well as helping to develop new training opportunities and providing input to our conferences and seminars.

You will have worked in the Local Government Sector, ideally as a clerk to a local council.

Your duties will include:

- Providing member support including handling requests for help from members,
- taking responsibility for the annual members survey,
- managing member partner contracts and agreements.
- Attending up to 2 evening events per month
- Supporting the Events Manager in preparation for Events, reception and engagement with delegates, follow up activities
- Supporting the CEO at Events
- Providing training

This role offers development opportunities and may evolve to include additional responsibilities over time. You will be encouraged to undertake a CiLCA qualification and to become fully conversant with both the NALC and SLCC Advice libraries.

Part Time 15hrs per week – Tuesday, Wednesday & Friday 9.30am – 2.30pm

Salary: £14.60 p/h (SCP 13) - £15.08 p/h (SCP 15) depending on experience