

# Member Services Officer

## Job Description

Responsible to	Member Services Manager
Key working relationships	Head of Membership and members of the Membership team, eportfolio team, Examinations team, events teams, communications team, digital team, IT teams and all other departments
Grade	3
Contract	Permanent
Job Purpose	<p>The delivery of excellent customer service to the College's members, customers and stakeholders, through the provision of first line response and being the main point of contact for those contacting the College. Responsible for responding to the high volume of enquiries from members, customers and stakeholders via telephone, email and online Live Chat demonstrating an exemplary commitment to customer service excellence.</p> <p>The role will involve working alongside the wider membership team and other colleagues across the College to meet the demands and needs of our members, customers and stakeholders.</p> <p>To be a success in this role the post holder will be able to efficiently promote the purpose, benefits and services of the College to increase membership recruitment and retention. The role holder will also need to proactively identify and respond to areas that require improvement with the desire to exceed our members, customers and stakeholders expectations to deliver an exceptional experience.</p>

# Key Responsibilities

## Member Services

- To be the primary point of contact for all members, prospective members and other stakeholders including exams candidates and ePortfolio users. This will involve providing the confident, professional and timely handling of communication via a range of channels.
- Contributing to the successful delivery of the membership life-cycle including assisting with member applications, payments, new member queries, member benefits as well as servicing queries concerned with activities across the College in line with the College customer service standards.
- Contributing to the successful delivery of the exam candidate journey, ensuring all queries via phone, email, LiveChat or in person are resolved promptly and in line with the College customer service standards.
- Deliver accurate information to members, customers and stakeholders in a reliable and timely manner that enhances the College's reputation while improving recruitment and retention of members.
- Delivering practical and informed advice and support to members, customers and stakeholders, via phone, email, LiveChat and face to face adhering to agreed KPIs and SLAs.
- Administer the exam application process, ensuring candidates meet all relevant eligibility criteria and that applications are reviewed and approved accurately and efficiently.
- Support communications with candidates withdrawing from exams, refunding, or transferring applications as appropriate ensuring information relating to applicable deadlines, procedures and fees are clearly communicated.
- Deliver exceptional support to candidates on exam days, troubleshooting and resolving issues as they arise. Maintaining complete and accurate records of any incidents or issues.
- Assist candidates with payment related queries during the exam application process, providing guidance and support for payment issues, signposting candidates to applying for membership and member benefits such as reduced exam fees and access to RCEMLearning.
- Proactively collect, analyse and act on feedback received from candidates before, during and after exams, to enable processes to be improved and developed.
- Maintain the College database to ensure complete and accurate candidates records, including contact details and examination entries, are up to date.
- Effectively signpost candidates to post exam processes such as appeals and requests for additional exam attempts
- Focus on building RCEM as being a member-centred organization committed to delivering excellent support to its members:
- Ability to work independently, to manage own workload with ever changing priorities within the department
- Proactively identify any significant concerns which may inhibit service excellence and ensure they are escalated and actioned appropriately
- Demonstrable commitment to gain and retain new members

## Collaboration

- To stay updated on policy activity being conducted by the College and changes within the specialty and general College activity to be able to provide informed advice to members and stakeholders.
- Build knowledge of RCEM services and activities to be able to communicate to members and potential members in a confident, accurate and accessible manner
- Work in collaboration with other departments, seeking out information when appropriate and liaising with colleagues to successfully resolve queries.
- Assist in the support of candidates as required to ensure the delivery of MRCEM and FRCEM OSCE exams .

### Other

- To continually review processes to ensure they continue to deliver efficiency and accuracy and seek collaborative opportunities to identify best practice.
- Any other tasks that are deemed reasonable and relevant by your line manager or senior management.
- Ability to stay calm under pressure and confidently and professionally manage high numbers of incoming enquiries.

# Values

## Respect each other's experience.

We celebrate the rich diversity of the RCEM ecosystem - employees, members and stakeholders. We respect each other's experience, meeting each other with dignity and humanity at all times.



This comes to life when we:

- Each contribute actively to strengthening a culture where different perspectives are expressed, encouraged and heard.
- Treat colleagues, members and stakeholders as valued equals.
- Do our best to be present for each other, interacting in an open and transparent manner.
- Acknowledge & challenge inappropriate behaviours and practices, offering support and seeking solutions.

## Act with integrity, always.

We hold ourselves to the highest ethical standards, fostering trust and transparency within our College and with our members.



This comes to life when we:

- Do what we say we will do, communicating clearly and openly.
- Take responsibility and accountability for our actions, celebrating when things go well and staying curious about how we can learn from mistakes.
- Demonstrate patience and flexibility, even when things don't quite go to plan.
- Commit to a strong work ethic, striving to produce high quality work that is consistently delivered on time.

## Collaborate for growth.

We know that teamwork and initiative are the key to achieving our strategic aims, and we actively seek opportunities to work together and leverage our diverse perspectives.



This comes to life when we:

- 'Collaborate by default', continually looking for ways in which we can join forces with colleagues, members and stakeholders to meet the College's objectives.
- Pay attention to the quality of our relationships, cultivating connection and fostering a positive working environment grounded in respect and integrity.
- Ask for feedback, reflect on it and learn from our personal and collective experiences.

## Innovate relentlessly.

We create the conditions for a culture of continuous improvement, nurturing creativity and the pursuit of new ideas to drive positive change within our organisation.



This comes to life when we:

- Identify creative ways to optimise our resources by planning ahead and anticipating organisational, operational and customer needs and demands.
- Anticipate and welcome change as an inherent part of a growing, evolving organisation, and meet this change with hope and optimism.
- Acknowledge the importance of psychological safety as a prerequisite for innovation, actively encouraging risk-taking and creating a 'no-blame' culture.
- Have the courage to step outside our comfort zones, learning new skills and trying new approaches.
- Prioritise sustainable solutions, with choices that are in the long term interest of the College and our organisational objectives.
- Embrace the value of automation, by refining and automating processes - personally and operationally - wherever possible, to improve efficiency and effectiveness.

# Person Specification

## Essential

## Desirable

### Qualifications

- A- level or equivalent standard in written English

### Practical experience

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| <ul style="list-style-type: none"><li>• Practical knowledge and experience of updating and managing CRM and similar systems.</li><li>• Proven experience of delivering consistent high caliber customer service.</li><li>• Previous experience of working within a similar role in a membership environment.</li><li>• Proven experience receiving high volumes of inbound calls</li></ul> | <ul style="list-style-type: none"><li>• At least two years' experience of working in a similar role in a membership environment.</li><li>• Previous experience of successfully implementing process improvement to improve the member experience.</li><li>• Previous experience of facilitating Live Chat with customers</li><li>• Experience of working within a charity with an awareness of fundraising and donor engagement activities</li></ul> |
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### Skills

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| <ul style="list-style-type: none"><li>• Strong organization with excellent time-management skills and multitasking ability.</li><li>• Have excellent clear and concise written and verbal communication skills</li><li>• Experience of confidently responding to incoming enquiries from professionals</li><li>• Proven ability to clearly and confidently communicate with individuals from all levels of seniority</li><li>• Ability to work collaboratively with stakeholders and colleagues towards a common goal</li><li>• Competent IT skills with familiarity of MS office and the ability to develop their skills to meet the requirements of the role</li><li>• Experience of data entry and manipulation, queries using a CRM and similar systems</li><li>• Demonstrate experience or providing frontline customer service</li><li>• Clear and professional telephone manner</li><li>• An active listener able to understand and interpret complex problems.</li><li>• Ability to work on own initiative within agreed parameters</li></ul> | <ul style="list-style-type: none"><li>• Excellent written communication skills with experience in writing communications to members</li><li>• Experience of having confidently used Live Chat functionality in a customer service role</li><li>• Experience of having used College systems, iMIS CRM and dotdigital mailing platform.</li><li>• Ability to communicate effectively by letter, email, online messaging and phone as required</li><li>• Experience of confidently responding to incoming enquiries from medical professionals</li><li>• Experience of confidently responding to incoming enquiries from stakeholders whose first language might not be English</li></ul> |
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## Knowledge

- Strong understanding of what exemplary customer service looks like and how to deliver this
- Understanding of the principles of data protection applicable to the role
- Knowledge of UK healthcare systems
- Knowledge of medical career paths
- Knowledge of membership sector and trends, ideally an active member of the MemberWise Network.

## Personal Attributes

- Commitment to uploading the College Values
- Able to develop friendly, positive relationships with a range of stakeholders and provide them with excellent service
- An enthusiastic, energetic and creative problem solver
- Willingness to investigate, learn and use new systems and technologies as appropriate
- High level of resilience and empathy in the support of resilience in others.
- Commitment to respecting confidentiality in others
- Proactive problem solver who encourage others to do similarly
- Show enthusiasm for learning from others, either through training or external events
- Solid interpersonal skills and a desire to show initiative
- Are able to adapt to changing situations in a professional manner and to keep calm under pressure
- Excellent attention to detail
- A great team player who is always eager to support other
- Able to make a point of sharing learning with colleagues and to develop and improve processes based on learning

# Policies & Guidelines

## College Policies and Procedures

The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

## Confidentiality

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

## Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## Risk Management

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

## Equal Opportunities

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

## Additional Information

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

# Organisation chart

