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National Union of Journalists

Headland House

72 Acton Street

London WC1X 9NB

[Personnel@nuj.org.uk](mailto:Personnel@nuj.org.uk)

[www.nuj.org.uk](http://www.nuj.org.uk)

The NUJ is an equal opportunities employer

March 2022

**NATIONAL UNION OF JOURNALISTS**

**MEMBERSHIP OFFICER**

**Job application pack**

**DEADLINE FOR RETURN OF COMPLETED APPLICATIONS: 31st March 2022**

**Graphical user interface

Description automatically generated with low confidenceJob Description**

MEMBERSHIP OFFICER

The **National Union of Journalists** Membership department is based at our London Head Office. The role performed by the Membership Officer is an important one as the work carried out by this department forms an essential part of the running of the Union. The post holder will provide strategic guidance, whilst working alongside the rest of the Membership team to ensure the provision of a professional, friendly, and efficient service to its members and internal stakeholders. This department is often one of the first points of contact for many members and therefore operates as the Union’s shopfront.

**VACANCY**

Reporting to the Head of Finance & Membership, the Membership Officer will have the ability to assess the current departmental requirements, identify shortfalls and proactively look to develop, introduce, carry out, monitor and feedback on possible improvements. Responsibilities include:

**Line Management:**

* Encourage a proactive, positive and professional approach to both internal and external stakeholders.
* Develop and initiate an internal service level agreement in order to set and maintain a high standard of customer service and service delivery
* Promote inter-departmental working across the union, with a special emphasis on working alongside the industrial sectors in order to enhance recruitment and retention efforts
* Identify training requirements and support individuals to achieve high standards in all areas of their work
* Review communications and create templates to improve efficiencies
* Ensure that all team members are able to work across the department, carrying out the breadth of departmental tasks and responsibilities
* Share all relevant information obtained whilst in attendance at, or via communications from both internal and external stakeholders, to ensure the development of overall departmental knowledge
* Feedback to individual team members personal areas of improvement and praise areas of distinction
* Oversee and participate in the production of a membership department handbook

**Membership**:

* Preparation and delivery of regular membership statistics, proactively monitoring trends and providing insight and reporting to NUJ colleagues and committees
* Status and progress reporting to the NUJ General Secretary and Union’s councils and committees as instructed
* Interpret rules and work with others to develop and instigate appropriate procedures that meet those rules
* Work with the IT Officer and attend supplier meetings in order to ensure that both the CRM and website, as they effect the Membership department, are in good working order
* Ensuring the union’s membership database is accurately maintained and subscriptions are collected in a timely manner
* Ensure all necessary measures are taken to comply with and report on statutory audits and reports to the UK Certification Officer
* Dealing with membership applications and queries
* Overseeing the processing and issuing of membership and press cards
* Overseeing and dealing with the subscription system and payments, including direct debits and the check-off payment process
* Change management
* Proactively encouraging members on check off, standing order or paying by cheque to convert to direct debit, by demonstrating the value of doing so.
* Overseeing, preparing and issuing lapsing warnings and notices
* Proactively discouraging resignations and establishing reasons for non-payment with a view to improving membership retention

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**Relationships and collaboration:**

* Liaison with NUJ senior management, officials, members, union lay reps and branch officers
* Devise and drive forward a strategy working with colleagues in industrial areas to improve membership recruitment and retention
* Attend and participate at various union events, as and when required.

**General Administration:**

* Any duties as requested by the NUJ General Secretary or the Head of Personnel & Administration

**The ideal candidate will be able to demonstrate the following skills/experience:**

Excellent proven team line management experience | Great people skills | Diplomacy | Understanding of GDPR in practice Leadership and the ability to lead by example | Experience of working in a membership department of a trade union | An understanding of the processes needed to apply the Direct Debit processing through BACS and SEPA |An understanding of statistics, critical analysis and how to interpret and present them | Presentation delivery skills and the ability to field questions |Turn rules into processes and procedures | Knowledge of the media industry and its players | Excellent analytical and numerical skills | Hands on experience and competency using a CRM system | Problem solving | Conflict resolution | Experience of dealing with membership queries by phone, in person, post and email | The ability to remain confident, calm and professional under pressure | Excellent customer service and communication skills | Professional letter writing ability | Accurate and fast inputting with attention to detail | Ability to work autonomously, however, seeking guidance when necessary | Excellent geographical knowledge | A ‘can do’ approach to technology | Excellent hands-on knowledge of MS Office applications

**The ideal candidate will be able to demonstrate the following work ethics:**

A proactive approach to their work | A commitment to exercising confidentiality | A professional, friendly and team orientated approach to colleagues and members alike | Initiative and self-motivation | Flexible | An interest in trade unions and their aims

**Job Title:** Membership Officer| **Department:** Membership | **Location:** London | **Staff Chapel:** GMB | **Grade:** 9 |

**Reports to:** Head of Finance & Membership | **Contract Type:** Permanent | **Start Date:** ASAP |

**Annual Salary:** £46,192.83 | **Ann. London Weighting:** £3,750.00 | **Working Time:** Full-Time, 5 days a week, 32.5 hours a week | **Working Pattern:** NUJ is trialling a hybrid working pattern, which involves a minimum of 3 days in the London office and the remaining 2 days working from your permanent residence. There may be a requirement to work 5 days in the office, dependant on business needs.

**APPLICATIONS:** Completed applications and signed GDPR privacy notice to be emailed to [personnel@nuj.org.uk](mailto:personnel@nuj.org.uk) to arrive no later than **31st March 2022**

Graphical user interface

Description automatically generated with low confidence**VACANCY**

**VACANCY**

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**London**

**WC1X 9NB**

## APPLICATION FORM

**Membership Officer**

# CONFIDENTIAL

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname:** |  | | |
|  | | | |
| **Other names:** |  | | |
|  |  | | |
| **Title:** |  | | |
|  |  | | |
| **Permanent residence:** | |  | |
|  | |  | |
| **Contact details:** | **Mobile:** |  | |
| **Email:** |  | |
| **Home no.:** |  | |
|  | | | |
| **Where did you hear about this vacancy?** | | |  |
|  | | | | |
| **HOW TO APPLY**  Completed applications and signed GDPR privacy notice to be emailed to [personnel@nuj.org.uk](mailto:personnel@nuj.org.uk) to arrive no later than **31st March 2022**. Please note that applications received after the close of applications will not be accepted. | | | | |

THIS PAGE WILL BE REMOVED DURING THE BLIND SHORTLISTING PROCESS

## Equality Monitoring Form – *(FOR PERSONNEL USE ONLY)*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.** | | **What best describes your gender?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | | Male | | | |  | | Female Non-binary Trans Prefer not to say Prefer to self- describe | | | | | | | | | | | | |
| **2.** | | **Do you consider yourself to be disabled?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | Yes | | |  | | | No Prefer not to say | | | | | | | | | | | | | |
| **3.** | | **What is your age?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | | 18-28 | |  | | | 29-39 | |  | 40-50 |  | 51-61 | |  | 62+ | | | | | |
| **4.** | | **What is your sexual orientation?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | | Lesbian/  Gay woman | | |  | | Gay man | |  | Bisexual |  | Heterosexual/Straight | |  | Other |  | Prefer not to say |  | Prefer to self-describe | |
| **5.** | | **What do you consider to be your ethnic origin?** | | | | | | | | | | | | | | | | | | | | |
|  | | **A** | | | White | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | English | | | | | | | | | | | | | | | | | |
|  | |  | | | Scottish | | | | | | | | | | | | | | | | | |
|  | |  | | | Welsh | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Other White background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **B** | | | Mixed | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Black Caribbean | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Black African | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Asian | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Chinese | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Mixed background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **C** | | | Asian | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Indian | | | | | | | | | | | | | | | | | |
|  | |  | | | Pakistani | | | | | | | | | | | | | | | | | |
|  | |  | | | Bangladeshi | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Asian background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **D** | | | Black | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Caribbean | | | | | | | | | | | | | | | | | |
|  | |  | | | African | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Black background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **E** | | | Chinese | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Chinese | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Chinese background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **F** | | | Middle Eastern/North African | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **G** | | | Other ethnic background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
| **1** | **Academic history / Qualifications, including languages:** | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |

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| --- | --- |
| **2** | **Employment history** (*please include dates and reasons for leaving in every case*): |
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| --- | --- |
| **3.** | **Tell us about your membership experience.** |
|  |

|  |  |
| --- | --- |
| **4.** | **Tell us about your experience dealing with CRMs.** |
|  |

|  |  |
| --- | --- |
| **5.** | **Describe your management / supervisory style and experience.** |
|  |

|  |  |
| --- | --- |
| **6.** | **Tell us why you believe you would be suitable for this role?** |
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|  |  |
| --- | --- |
| **7.** | **Why do you want to work for a union, and why the NUJ?** |
|  |  |

|  |  |
| --- | --- |
| **8.** | **Please provide the details for two referees. At least one should be your current employer, or last if not currently employed. We will only make contact if you are offered the position** |
| **a)** |  |
| **b)** |  |