

Membership Manager

Do you want to help improve the health and wellbeing of a generation?

About us

The UK Faculty of Public Health (FPH) is a membership organisation representing nearly 4,000 public health professionals working across the UK and internationally.

FPH helps develop and grow the public health workforce. We oversee the training of the next generation of public health professionals, including setting and managing their post-graduate public health exams. We also support their further development through the rest of their career. And we're a place for public health professionals across the UK and internationally to seek advice from others working in the same area and to share ideas, new research, best practice and learning. We also campaign to improve the public's mental and physical health and wellbeing, seeking to help influence a broad range of public health topics – from tobacco to transport, children's health to climate change, violence to viruses.

What we are looking for

Our members are at the heart of everything we do. We are now seeking a talented Membership Manager to join our Education & Professional Standards Team and help us deliver FPH's five-year strategy.

Membership growth and development is a crucial part of our organisational strategy and the successful candidate will have a track record of membership recruitment and retention.

You'll be fantastic at understanding and capitalising on the membership opportunities for FPH; developing strategic linkages whilst ensuring existing networks are supported effectively. You will be a collaborator who can identify and negotiate. You will be a self-starter who can drive forward our strategy, innovating whilst upholding the standards that are our *raison d'être*.

You will have experience in marketing and you will also be able to juggle a busy and complex agenda and proactively build and manage membership and stakeholder networks.

FPH has a small staff team and a passionate and expert membership who are active participants in developing and delivering the public health agenda. You will be able to engage and grow this membership in creative ways to support and drive this passion to help us deliver positive change in communities up and down the country at a time of significant political and economic opportunity and challenge.

We hope you will be as ambitious for your own professional development here as you are in helping FPH to grow its membership and effect change.

And, finally, we want you to have fun and challenge yourself at work – it's even in the job description.

To apply

For full job details see [here](#). To apply, please submit a CV and covering letter (no more than 2 sides A4) quoting reference MMAN to jobs@fph.org.uk

Due to high volume of applications, FPH regret that we are unable to respond to all applications. If you have not heard from us by 7 March please assume you have not been short-listed.

Deadline for applications: 24 February 2017

Provisional interview date: 10 March 2017

Job Title: Membership Manager

Department: Education & Professional Standards

Hours: 35 per week

Line management: Membership & Marketing Officer

Contract: Permanent

Salary: £35k-£37k (Grade 3) – plus a generous employer pension contribution, currently at 12.5% of salary

Reports to: Head of Education & Professional Standards

Purpose of job:

To design, deliver and evaluate a membership growth strategy and ensure our members are consistently impressed with our membership services.

Impact:

Delivers on the FPH strategy to grow members, subscription income and membership engagement resulting in high levels of member satisfaction.

Main accountabilities:

- Develop and implement membership plans for retention of current members and growth of new members (in all categories of FPH membership)
- Oversee the development and delivery of a marketing strategy, to support membership growth and other areas of FPH business, including conference.
- Lead the development and delivery of a cross-organisational membership engagement strategy, including representing FPH at external events.
- Manage the day to day delivery and development of the FPH core functions relating to membership and successfully implement new lines of business.
- Manage all membership activities and communications.
- Develop and maintain clear reporting mechanisms relating to membership and provide membership management information.
- Lead on work with membership groups to develop programmes and services for members, including the Membership Committee.

Other duties:

- Line management and personal development of staff within the department, and ensuring a cohesive and effective team.
- Ensure excellent performance delivery and resource management of the team.
- Contribute to the development and delivery of the FPH organisational strategy.
- Develop and maintain excellent working relationships with key stakeholders and colleagues.
- Work with colleagues and members to ensure our membership activities are closely integrated with, and actively support, other team's activities and organisational objectives and priorities
- Be an active member of the Education & Professional Standards Team. Offer regular advice and guidance about the team's strategic direction, priorities and delivery and take shared responsibility for the team's development and culture.
- Ensure all membership operations are compliant with the FPH Equality & Diversity Policy.
- Deal with enquiries to a high level of customer service, replying, referring or responding as

appropriate.

- Liaise with colleagues elsewhere in the organisation to ensure good communication, co-ordination and collaboration
- Consistently model FPH's values, actively manage your own personal development, have fun and challenge yourself at work
- Deputise for senior managers as required.
- Travel occasionally, including overnight stays, to represent the organisation or conduct FPH business, including at the FPH annual conference and other relevant events.
- Undertake any other reasonable duties commensurate with the post as directed by the Head of Education & Professional Standards.

Person Specification

Please note all criteria are essential unless otherwise stated

Skills

- Proven ability to plan, develop and implement a membership growth strategy.
- Ability to build rapport and establish effective relationships internally and externally, interacting with others in a sensitive and diplomatic manner.
- Proven ability to communicate (verbal and written) in a manner that is fluent, clear, compelling to a range of audiences.
- Ability to work independently and use initiative to innovate new ways to grow FPH's membership.
- Ability to plan and resource the work of a range of services, to organise own and others time effectively, and ensure fair distribution of work across the team.
- Ability to identify and analyse root causes of problems and develop solutions to improve effectiveness in the short- and long-term.
- Ability to demonstrate tolerance and diplomacy in dealing with different needs and viewpoints.
- Ability to understand and demonstrate commitment to the FPH's Values, Ethical Policies and Equality & Diversity Policy and to ensure all activities are carried out consistently within this framework.

Desirable:

- Ability to manage and lead a team through recruitment, performance management, training and development.
- Understanding of the health sector and the relevance of professional bodies.

Experience

- Experience of successful membership recruitment and growth
- Experience of marketing and sales in a membership environment
- Experience of planning and resourcing services in line with the organisations' business plan
- Experience of effectively running projects
- Experience of working effectively within a team, developing effective and supportive relationships with colleagues
- Experience of working within a customer-facing environment; and in delivering customer centric service
- Experience of developing, implementing and monitoring standard operating procedures
- Experience of managing budgets
- Experience of developing and maintaining robust partnerships that are mutually beneficial
- Experience of using Microsoft products including Outlook, Excel and Word (to an intermediate standard)
- Experience of using a CRM system and report generation (preferably Microsoft Dynamics)

Desirable:

- Experience of line management
- Experience of working in a membership organisation
- Experience of working with trustees

Knowledge

- Good understanding of CRM (Customer Relationship Management) database systems and MS products
- Understanding of social media
- Sound knowledge of marketing principles (marketing qualification or equivalent experience of a demonstrable standard)

Role Profile

Staff: 1 post. Part of the FPH Education and Professional Standards department (currently a team of nine reporting to the Head of Education & Professional Standards) and with organisation-wide responsibilities.

Service areas: responsible for membership functions and membership development.

Internal key contacts: Senior Management Team, Chief Executive, Officers, Chairs of relevant Committees

External key contacts: FPH membership, UK Public Health Register, Public Health England and equivalent bodies in Scotland, Wales and Northern Ireland, Royal Colleges, Allied Health Professionals, other membership bodies.

Result Areas

Service Delivery: 45%

Development, co-ordination and delivery of core membership functions.

People: 10%

Line management duties; partnership and network development; member engagement

Problem solving: 15%

Designing and delivering appropriate recommendations relating to membership.

Planning/organising: 10%

Planning for departmental and individual objectives and targets over short, medium and longer term; project development and delivery

Communication: 20%

Communicating aspects of education and standards work to FPH membership and other key audiences; reporting formally and informally to Senior Management Team, CEO, Board and committees.

Employee Benefits

Non-contributory Pension – 12.5% of salary

The option to take a portion of pension contribution as a cash bonus

Interest-free travel loans

Cycle-to-work scheme

An additional three days holiday at Christmas and one day at Easter

Employee Assistance Programme (Peninsula)

Paid carers leave

Interest-free loan for personal development (support for development that is not related to your role at FPH)

Sickness policy

£100 towards cost of prescription glasses

Time in lieu policy

Ability to work remotely

Central London location in Regent's Park (10-minute walk from Euston Station)

Further information about the Faculty of Public Health

The UK Faculty of Public Health (FPH) is a faculty of the three Royal Colleges of Physicians of the UK and was established in 1972 as the professional body for specialist public health consultants.

We are committed to improving and protecting people's mental and physical health and wellbeing. Our vision is for better health for all, where people are able to achieve their fullest potential for a healthy and fulfilling life through a fair and equitable society. We work to promote understanding and to drive improvements in public health policy and practice.

As the leading professional body for public health specialists in the UK, our members are trained to the highest possible standards of public health competence and practice – as set by FPH. With nearly 4,000 members based in the UK and internationally, we work to develop knowledge and understanding and to promote excellence in the field of public health. FPH has been at the forefront of developing and expanding the public health workforce and profession for over 40 years.