



**FACULTY OF
PUBLIC HEALTH**



Protecting and improving the health of the public
through the organised efforts of our members

Senior Membership Systems Officer, UK Faculty of Public Health

Candidate Information Pack

November 2021

Senior Membership Systems Officer – UK Faculty of Public Health

Could you play a key role running and developing our membership processes and organisational systems, and have an impact on the health and wellbeing of local communities and national populations?

Thank you for your interest in working for the UK Faculty of Public Health (FPH).

We are a professional membership organisation with charitable status, concerned with all matters relating to improving population health and wellbeing. We have approximately 4,000 members worldwide.

We help develop, and set standards for the public health workforce. We oversee the training of the next generation of public health consultants, including setting and managing their post-graduate public health exams. We also support their further development through the rest of their career. We are 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 learnings. 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.



"Being a member of the faculty of public health has enabled me to branch out in my career from dental public health to public health. Contributing to the faculty helps make a difference at a broader level as well as working locally."

Dympna Edwards, Consultant in Dental Public Health & Local Board member for North West



"I am an active member of FPH because I see its importance and potential role in health and well-being for contemporary and future solutions, not least its role in supporting and developing public health professionals."

Carol Brayne, Professor of Public Health & Fellow of the Faculty of Public Health



"I have been actively involved with FPH since I started training in public health – it is so important that there is a common professional home and united voice in the UK for those of us working in increasingly diverse settings- now spanning local authorities, NHS, academia and the civil service- to champion high standards of training, education, policy and practice."

Professor Selena Gray, Professor of Public Health

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Recruiting a Senior Membership Systems Officer

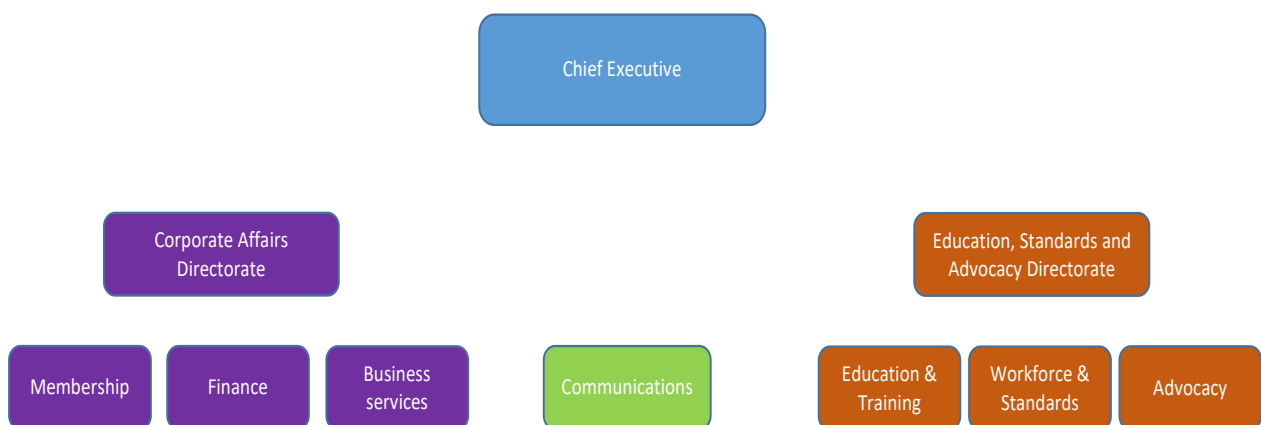
This is an exciting time to join FPH as we seek wider engagement from our membership and strengthen our role through our workforce strategy and our policy campaigns. The Corporate Affairs team is responsible for the organisation’s infrastructure including finance, facilities and IT as well as membership. The Senior Membership Systems Officer role is pivotal to the functioning of this department and the organisation. It will be a challenging and rewarding role providing the appointee with an opportunity to increase their skills in the area of systems and processes. It may well be a career step for someone looking to move into a more technical role. We have recently secured Board approval to upgrade our membership systems and this role will be key in overseeing that the systems are thoroughly tested and satisfy requirements before implementation. This will be achieved by working with staff members to translate the requirements document into business processes and developing testing criteria.

You’ll have excellent administrative skills and be able to hit the ground running in delivering a busy programme of work. You’ll be able to juggle a range of different activities and be good at collaborating with others and developing new ideas to improve the way we work. It is essential that you have skills in and understanding of MS Dynamics CRM, relational databases, Excel, Word and Document Core Pack.

We are a small staff team of just 18 staff with passionate and expert members and we are all active participants in the development and delivery of our current strategy, and you will need to engage with our membership in order to support our objectives.

We hope you will be as ambitious for your own professional development here as you are in helping us grow our membership and effect change. And, finally, we want you to have fun and challenge yourself at work – it’s even in the job description.

The UK Faculty of Public Health current staffing structure



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Job description

Job title:	Senior Membership Systems Officer
Accountable to:	Deputy CEO
Contract:	Permanent
Hours:	Full time, 35 per week
Salary:	£33,000 - £35,000 (Grade C) plus a generous employer pension contribution, currently at 12.5% of salary (see below for details of our benefits package)
Place of work:	Combination of remote working and office based at the Faculty of Public Health, 4 St Andrews Place, London, NW1 4LB, with occasional travel and overnight stays across the UK for conferences and meetings etc.
Job purpose:	To provide excellent service and support to our members through the provision of professional membership systems
Impact:	Delivery against agreed objectives, ensuring the effective implementation and development of our systems and improve organisational effectiveness
Key Responsibilities:	
Working with the Deputy CEO, Finance Manager and other key staff to ensure processes are effectively mapped within the various inhouse membership systems	
Developing an understanding of the applications in use across the organisation namely, CRM, CPD diary, Revalidation, ePortfolio, how they are all interlinked with the CRM and how they are used by our staff and members	
Supporting the ongoing specification and development of FPH membership systems	
Working with managers across the business to ensure new systems have been through timely, thorough and appropriate user acceptance testing and ensuring that the required specification has been met	
Working closely with the external suppliers/helpdesk providers to ensure a swift and meaningful response to queries that cannot be resolved internally	
Provide support to all members of staff in the use of membership systems	
Manage membership data to ensure accuracy of data and adherence to GDPR guidelines	
Develop the reporting capabilities of CRM including maintaining and updating dashboards	
Monitor the membership mailbox, responding to ad hoc enquires, disseminating to relevant staff members as appropriate and ensuring queries are responded to in a timely and efficient way	
Be an active member of Corporate Services Team and promote effective team working across the organisation.	
Undertake any other duties as may be reasonably required from time to time by the Deputy CEO	
Consistently model FPH's values, actively manage your own personal development, have fun and challenge yourself at work	

Person Specification: Senior Membership Systems Officer

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Skills and abilities	Essential or Desirable
Ability to successfully manage multiple work streams, including organising time effectively, prioritising workload and meeting deadlines	Essential
Ability to collate and communicate complex information clearly and persuasively to a range of stakeholders	Essential
Ability to identify and solve problems or concerns constructively and creatively	Essential
Ability to identify opportunities for systems and processes to be improved to deliver solutions	Essential
Ability to develop processes and encourage others in their adoption	Essential
Skilled in data analysis and manipulation using applications such as Access, Excel, CRM, Word	Essential
Ability to use advance find, create dashboards in CRM Dynamics, familiarity with relational databases	
Ability to create and schedule workflows in CRM Dynamics	Essential
Ability to develop document templates using document core pack or similar product	Essential
Ability to work as part of a team and support team objectives	Essential
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.	Essential
Experience/Qualifications	Essential or Desirable
Good degree qualification or equivalent	Essential
Experience of working effectively in a Royal College or Faculty environment	Desirable
Experience of working in a membership organisation	Essential
Experience of running a membership annual renewal cycle	Essential
Experience of building and maintaining effective networks	Essential
Experience of the health or social care sector	Desirable
Evidence of regular personal / professional development	Desirable

Benefits of working for the Faculty of Public Health

- ✓ Competitive salary
- ✓ Employer contribution to pension scheme of up to 12.5% of salary
- ✓ Annual leave of 29 days per annum, plus bank holidays
- ✓ Interest-free season ticket loan
- ✓ FPH Benefits – discount purchasing scheme for goods and services
- ✓ Employee Assistance Programme – helpline and advice
- ✓ Occupational Health Assessment and Support
- ✓ Free annual eye-test and £100 contribution towards glasses if required for work purposes Cycle to Work Scheme
- ✓ Central London location in Regent's Park

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- ✓ Flexible working policy in relation to remote working

How to apply?

Application is by CV and a covering letter which should indicate why you are interested in applying for the Senior Membership Systems Officer role and how you meet the role requirements. Please send this to Paul Venning via recruitment@ep-uk.org. If you would like a call to discuss the role in more detail, please email Paul (p.venning@ep-uk.org) to arrange a convenient time.

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

The closing date for applications is **Friday 10th December** but applications will be considered as they come in so, please do apply at your earliest convenience.

FPH is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people we aim to support. We warmly welcome applications from all suitably-qualified candidates.

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