



### **JOB DESCRIPTION AND PERSON SPECIFICATION**

<b><u>JOB TITLE:</u></b>	Head of Member Services
<b><u>RESPONSIBLE TO:</u></b>	Director of Operations
<b><u>LINE MANAGEMENT:</u></b>	Digital Engagement and Membership Officer
<b><u>JOB LOCATION:</u></b>	AGBIS Head Office (Welwyn, Hertfordshire) or based from home
<b><u>SALARY RANGE:</u></b>	£45k to £55k
<b><u>HOURS:</u></b>	Full time (35 hours per week)
<b><u>BENEFITS:</u></b>	30 days annual leave and access to pension scheme with AGBIS employer contribution of 10% of salary

This is a critical role within the Association, ensuring the smooth running of our membership services. The post holder will support the Director of Operations in these key areas and contribute to strategic development of the Association.

To be successful in this role you will need to be self-motivated and have excellent communication and organisational skills.

#### **Application process:**

You can find the full job description and persona specification on our website:

<https://www.agbis.org.uk/about-agbis/agbis-vacancies.html>

Completed applications are to be submitted by email to Rachel Cooke, Director of Operations at:

[ops@agbis.org.uk](mailto:ops@agbis.org.uk) consisting of:

1. A covering letter/supporting statement (maximum of 1000 words) outlining how you meet the eight core skills and competence listed in the person specification, with examples relating to your proven experience.
2. An up-to-date CV, including salary levels, plus the names and contact details of two professional referees (all referees will need to be current or former line managers).

**Closing date:** 30<sup>th</sup> August 2024

**Interview date:** w/c 2<sup>nd</sup> September 2024 (to be held in Welwyn, Hertfordshire)

## **ROLES AND RESPONSIBILITIES:**

You will be supported by the Director of Operations and the Digital Engagement and Membership Officer, in the following areas:

### **1. MEMBERSHIP**

- Oversee and manage all aspects of membership application process.
- Review and recommend changes to membership criteria, as and when needed.
- Oversee and manage all aspects of digital engagement with and for members.
- Support AGBIS's development of new markets (especially growth areas of international and for-profit) via digital and other forms of member engagement.
- Ensure all events and other services are promoted via social media, as needed.
- Design and prepare reports on membership engagement for review by the training and membership committee.
- Manage membership research and report findings to the training and membership committee.
- Oversee and manage member queries via email and phone to ensure a timely response and that quality service is delivered.
- Liaise with key membership officers of other ISC associations and attend relevant meetings as appropriate.

### **2. COMMUNICATIONS**

- Liaise with the Digital Engagement and Membership Officer and the Training and Events Officer, as appropriate, on the development of the website (in particular the members' area to ensure all relevant documents are up to date, accessible and well presented) and in improving communication with governors of member schools.
- Research and draft items for the e-Newsletter and the website.
- Provide input and support on projects to improve internal communication.

### **3. GENERAL**

- Take part in such staff training as may be required.
- Attend meetings as required within or on behalf of AGBIS.
- Undertake such other appropriate duties as may from time to time be required.

## PERSON SPECIFICATION

<b>Knowledge and experience</b>	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>• Educated to minimum of degree level</li> <li>• Senior Management experience in a membership association, professional body or UK or international school setting</li> <li>• Have a detailed understanding of how schools work and of the UK independent schools' sector.</li> <li>• Resilience and sense of humour</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with CRM/CMS systems in a membership association or professional body setting.</li> <li>• Experience working within the wider third/voluntary/charitable sector</li> <li>• Experience of governance in a member school or schools</li> </ul>
<b>Core skills and competence - <i>Essential</i></b>	
<ol style="list-style-type: none"> <li>1. Excellent written skills; ability to write clear and concise reports for the CEO and Trustees.</li> <li>2. Excellent communication skills, with the ability to engage effectively in a diverse range of formal and informal writing and speaking duties.</li> <li>3. Strong analytical skills demonstrating an ability to review data and identify emerging issues.</li> <li>4. Excellent organisational skills, together with the ability to work in a busy environment and to meet deadlines.</li> <li>5. Discreet and enthusiastic; able to work on own initiative, as well as the ability to get on well with people within a small team environment.</li> <li>6. A strong collaborative and professional approach with the ability quickly to build and maintain strong working relationships.</li> <li>7. Ability to deal with a demanding workload which will include conflicting demands on time.</li> <li>8. Good working knowledge of using MS Office to a competent level within an office environment, including PowerPoint, MS Word, Excel, Outlook.</li> </ol>	

## REMUNERATION AND CONDITIONS OF SERVICE

The precise details will be discussed and negotiated with the successful candidate. Depending on the skills and experience of individual candidates a degree of flexibility exists. However, as a guide:

### **Salary and benefits:**

- 35 hours per week (flexible working patterns considered)
- 30 days' annual leave (annual leave year runs from 1st January to 31st December)
- Salary range £45k to £55k
- Access to pension scheme with AGBIS employer contribution of 10% of salary
- The post-holder will be appraised on a regular basis and specific training and development opportunities will be agreed as needed.

## AGBIS SAFER RECRUITMENT PROCEDURE

- Candidates must be willing to undertake Disclosure and Barring Service checks (DBS)