

Job Title: **Member Services Team Leader**
(Full time – fixed term contract to cover maternity leave)
Hours: **9am – 5.30pm Monday to Friday (1 hour for lunch)**
Work location: **Working from home with occasional requirement to go to Head Office in Newton Abbot for meetings**
Job Description Updated: **March 2021**

Job Description

This is an opportunity to join an exciting, high growth business whose head office is based in Devon. We have a vacancy for a full time, fixed term **Member Services Team Leader** to join our Member Services team. This Team Leader role reports directly to the Member Services Manager. The main objectives of the role will be to support the Member Services team with the day-to-day licensing and relicensing of members and user support for Thrive-Online to over 5000 front end users, with a focus on member retention. The requirements of the job will be many and varied, commensurate with the needs of a dynamic, high growth business. This Team Leader role will initially support both the Member Services and User Support colleagues. However, it is subject to change and after two months the role may change to supporting the User Support colleagues solely.

Key tasks will include, but not be limited to:

- Ensuring the smooth operation of licensing and relicensing all members
- Supporting the Member Services Manager to improve retention of licensed members and settings
- Maintenance of smooth running of Thrive-Online including strict adherence to Data and Information Security Policies
- Ensuring the smooth operation of Thrive-Online software subscription renewals
- Ensuring excellent customer service for all members and users of Thrive-Online
- Ongoing review of processes and smarter working methods
- Overseeing the integration of new systems into the everyday operations of the Member Services team
- Preparing monthly analysis of Member Services management information
- Day-to-day leadership of Member Services team, including:
 - o allocating tasks
 - o briefing the team on targets, initiatives and policy changes
 - o monitoring and reporting on team performance and assisting with individual appraisals and recruitment
 - o coaching and training team members
 - o supporting the day-to-day functions of the team as required
- Other ad hoc projects as required by the business

Person requirements

To be considered for this role, you will need to demonstrate:

Essential

Essential

- Proven success of working collaboratively within and across teams
 - Solution focused attitude with strong analytical skills and an ability to think proactively
 - Excellent initiative and leadership skills
 - Excellent communications skills, both written and verbal
 - Proven ability to organise, prioritise and multitask, whilst being confident to make decisions in a fast-paced environment
- To be a creative thinker, demonstrating the ability to think outside of the box
- Ability to support members and colleagues in an empathetic and helpful manner
 - Ability to build and develop strong and nurturing relationships with all team members and members of the organisation
 - Ability to critically evaluate activities and positively contribute to improved processes and member service outcomes
- Demonstrate previous experience of working in a membership environment providing first class customer service to members
- Demonstrable experience of working in accordance with strict Data and Information Security Policies

- Commercial awareness, familiarity with direct marketing techniques, CRM systems and database management

Proficient in Microsoft Office with an excellent working knowledge of Excel
Attention to detail and a high level of accuracy

Desirable

- Educated to degree level
- Good data reporting/manipulation skills

Package

- Annual salary dependent on qualifications and experience
- Holiday entitlement of 25 days per annum plus bank holidays (pro-rata)
- Discretionary annual pay review
- Discretionary annual bonus
- Fun fund for company events
- On-site parking

Employment will be subject to:

- Receipt of two references, one of which must be from your most recent employer
- Confirmation that you are eligible to work in the UK
- The satisfactory outcome of a check by the DBS
- Satisfactory completion of probationary period

All applicants must ensure they have adequate space to work from home with stable wifi connection.

If you are interested in applying for this exciting new opportunity, then please email your CV and covering letter to our HR Team, at human.resources@thriveapproach.com