

THE SOCIETY OF OCCUPATIONAL MEDICINE

Job Description

Location - Central London hybrid working

ROLE: Membership and Appraisal Co-ordinator

LINE MANAGER: Membership and Operations Manager

CONTRACTED HOURS: 5 days a week

SALARY: up to £32k rising by £2k after 6 months

The Society of Occupational Medicine's members are health professionals who help people stay in work and live full and healthy lives. We produce *Occupational Medicine*, a leading journal that communicates best practice evidence in workplace health, amongst other member benefits including appraisal. We are interested in work and how it contributes to better health. We wish to ensure our members understand best practice and we highlight innovative approaches that seek to enable people to stay at work.

ROLE PURPOSE - APPRAISAL

Administer and ensure the smooth running of the Society of Occupational Medicine's Quality Assured Appraisal Scheme (QAAS), evaluate its effectiveness, and develop new quality improvement schemes as a benefit for SOM members.

- 1 Manage the day-to-day operation of the QAAS (Quality Assured Appraisal Scheme) as follows:
 - Provide first point of contact for all appraisal queries
 - Process appraisal applications
 - Register receipt of payments
 - Administer selection of appraisees and appraisers and contact both parties
 - Liaise with the Faculty of Occupational Medicine (FOM) during the appraisal process ensuring that FOM are monitoring the appraisal cycles of each appraisee and alerting them to their next appraisal date in advance of annual appraisal date
 - Collate evaluation data for ISO 9001 quality assurance audit and to ensure consistency in the process
 - Prepare and distribute certificates of completion of appraisal
 - Keep records of appraiser training up to date for each appraiser
 - Provide feedback to appraisers by evaluation of appraisee feedback
 - Prepare for and attend appraiser training/refresher days
 - Prepare for and attend appraisal Quality Management Group meetings and take minutes
 - General communication regarding the QAAS e.g. to Board and in eNews
 - Ensure appraisal information on the SOM website is up to date, in consultation with Operations Manager and Management Group and produce relevant guidance
 - Weekly reporting to the Finance Manager
- 2 Explore member-relevant quality improvement products
- 3 Organise events related to our members' professional improvement

ROLE PURPOSE - MEMBERSHIP

SOM membership retention and recruitment.

KEY ACCOUNTABILITIES:

- Membership processes:
 1. Updating and maintaining membership records using CRM database
 2. Managing all membership enquiries
 3. Processing new membership applications

4. Processing payments including Direct Debit, credit card, and cheque payments, encouraging members to move to Direct Debit wherever possible
5. Running membership invoices and reminder reports
6. Contacting lapsed members personally with “re-joining offer”
7. Suspending, lapsing, archiving and reactivating membership records
8. Running regular statistical reports as to reasons for non-renewals, member retention etc.
9. Creating additional contact records for non-members
10. Circulating bulk emails
11. Sending membership information updates for journal distribution and regional groups
12. Membership support including:
 - Monthly information to the Finance Manager
 - Assisting with preparations for national scientific meetings and relevant membership events
 - Organising and participation at exhibitions and conferences including manning SOM stand
 - Develop new membership schemes as required e.g. group membership
 - Develop the membership offer for members
 - Develop a membership pack – including a welcome pack and membership card/certificate
 - Answering the telephone and redirecting as necessary
 - Answering queries from the public
 - Opening post and distributing where necessary

PERFORMANCE INDICATORS:

- Membership retention and member development
- Timely processing of subscriptions and database amendments
- Feedback from Chief Executive and Membership and Operations Manager
- Timely processing of appraisals and database amendments
- Timely and accurate preparation of reports for staff
- Feedback from Appraisal Quality Management Group
- Feedback from SOM members
- Good timekeeping
- Effective teamwork

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post. Job descriptions are regularly reviewed to ensure they are an accurate representation of the post.

QUALIFICATIONS/EXPERIENCE REQUIRED:

- Higher education or graduate
- Excellent IT competence including Excel
- Experience using CiviCRM would be ideal

PERSONAL QUALITIES/SKILLS:

- Good communication skills, both written and oral
- Good organisational skills
- Ability to produce accurate work, demonstrate good attention to detail and meet deadlines
- Strong team player
- Ability to work on own initiative
- Motivated and resourceful
- Adaptable and flexible
- Experience of building effective working relationships
- Willingness to travel for events in the UK