



**Membership Support Officer (Full time)**  
**1 year fixed-term contract – maternity cover**

The Immigration Law Practitioners' Association (ILPA) is seeking a Membership Support Officer. The post-holder will coordinate and provide support for the growth and development of ILPA's membership. They will develop, update, and maintain the Membership database and use it in planning and reporting on activities.

**Start date:** March 2015

1 year fixed term contract (maternity cover) to March 2016

**Location:** Clerkenwell, Central London.

**Reports to:** Director.

**Annual leave:** 25 days per annum.

**Salary:** £28,000 depending on skills and experience.  
Pension 5% of salary.

**Working Hours:** 35 hours per week, core hours, 9 to 5, some evening working.

Applications on ILPA's standard form should be sent to [Elizabeth.White@ilpa.org.uk](mailto:Elizabeth.White@ilpa.org.uk) no later than 11pm on Sunday 25<sup>th</sup> January 2015. Forms can be downloaded from our website, [www.ilpa.org.uk/jobs.html](http://www.ilpa.org.uk/jobs.html) Interviews will be held on the 4<sup>th</sup> February 2015. Shortlisted candidates will be notified by Friday 30<sup>th</sup> January 2015. No CVs please. Applications from individuals only – no agencies.

Immigration Law Practitioners' Association  
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## **Purpose of post**

To coordinate and provide support for the growth and development of ILPA's membership. To develop, update, and maintain the Membership database and to use it in planning and reporting on activities. Ability to work independently and collaboratively as part of a small team will be key.

Membership: to grow, develop and maintain ILPA's membership and its relationship with its members, acting as a key contact for members getting in touch with the ILPA office.

1. To develop and grow our membership income – in particular to focus on developing ILPA's membership in the following sub categories: business, students and Chambers.
2. To manage and implement ILPA's membership fees review agreed in January 2015
3. Engaging ILPA's membership through exploring and developing new services and support mechanisms. This will be done by agreement with the Director and the Committee of Trustees and could include networking events, member surveys etc.
4. To manage and run ILPA's annual survey of members.
5. To help ILPA manage reputational risk through a process of monitoring ILPA's membership and ensuring action is taken in terms of monitoring claims to be members, misuse of logo, checking professional status and regulation of members and applicants.
6. To manage the membership lifecycle that is recruitment, retention and retirement:
  - Solicit and respond to enquiries about membership applications and renewals and guide and support people through the application and renewal process.
  - To process applications for membership, including preparing these for the Committee of Trustees and taking action in accordance with the decisions of the Committee.
  - To invoice and process monthly payments for membership (cheque, paypal, credit card) and renewal and deal with related enquiries.
  - Managing and promoting the direct debit scheme.
7. To act as the Salesforce Administrator for ILPA. To develop, update, and maintain an accurate Membership database and to use it in recording all membership tasks and in particular:
  - in planning and reporting on membership composition
  - to generate reports on, and process, membership renewals and lapsed members
8. Any other duties as directed by the Director.

IT

9. To support the development and use of ILPA's Customer Relationship Management database to ensure that it best serves ILPA's needs as a membership organisation and the needs of all staff.
10. To identify, develop and support the appropriate use by all staff of IT in their roles, acting as the first point of contact for staff in using IT in their work and liaising with ILPA's external computer support consultants (IT, website and database) to ensure that staff problems are solved and needs met and, with the Director, to identify and commission new IT appropriate to ILPA's needs.
11. To update and develop office procedures guidelines and manuals relating to the use of ILPA's IT as appropriate.
12. To manage our IT infrastructure including updating and purchasing new equipment as required and maintain an asset register.

## **PERSON SPECIFICATION**

### **Essential criteria**

1. Experience of work in or with a membership organisation (or a comparable organisation).
2. Excellent communication skills - high standard of written English and of accuracy and attention to detail and excellent spoken and interpersonal skills.
3. Experienced user of customer relationship management databases, able to maintain accurate records and confident in interrogating the databases to produce a wide range of reports.
4. Able to work independently and prioritise and manage workload
5. Excellent IT skills, including experience of and confidence in using Microsoft Office suite.
6. Able to work co-operatively and in collaboration with other members of staff and to be able to work as part of a small team.
7. Flexibility to attend evening meetings with ILPA members and others and some travel.

### **Desirable criteria**

8. Experience of Salesforce database
9. Experience of managing and analysing results of client surveys.
10. Interest in at least one of the following:
  - a. work in the field of immigration and asylum
  - b. work in a legal firm or organisation.