

## Membership Secretary Role Description

### Membership Secretary

***Responsible for managing the annual renewal process for all members and dealing with all new enquiries.***

#### Main duties

- To respond to all enquiries from potential new members in a timely manner
- To collect renewal membership on an annual basis from existing members
- To simplify payment processes by setting up monthly or annual direct debit payments (where applicable) and consider using the LTA's free membership management system [Clubspark](#)
- To issue welcome packs and/or a welcome e-mail to new members including the parents of new junior members
- To maintain an up-to-date database of members, including equality monitoring data where possible
- To produce membership status updates/reports for the management committee as required
- To suggest and organise new membership offers, ie for attendees of club open days or Great British Tennis Weekend events
- If organising the Wimbledon ballot, please refer to the **ballot administrator** role profile

#### Skills and traits

- Excellent communication skills – verbal and written
- Good IT skills
- Well organised
- Enthusiastic

#### Key Relationships

- Chairperson and management committee
- Coach
- Treasurer
- Marketing/communications officer

#### Time commitment

- Attendance at management committee meetings
- 4 hours per week

#### Criminal records check

- Dependent on their contact with children and/or adults at risk and/or access to confidential information