



Membership Engagement Officer Role Description

Responsible for managing the annual membership renewal process and dealing with all related and new enquiries. Take a proactive approach to engaging with Club members, particularly new members.

Main Duties

- To respond to all enquiries from potential new members in a timely manner (a role specific email address, such as gmail, to be set up and a mobile phone can be provided)
- To oversee the collection of renewal memberships on an annual basis from existing members
- Use the Clubspark membership management system to collect payments and amend memberships as necessary on an annual basis. This will include ensuring that the welcome email is kept up to date and includes a link to club policies and the latest Membership Pack; training and support can be provided where required*
- Prior to new season update hard copy membership form and make available on the Club noticeboard at Denes Oval
- Issue member shoe tags and gate/door code following payment of membership
- To ensure the Clubspark database of members is kept up to date, including equality monitoring data where possible
- To produce membership status updates/reports for the Management Committee as required
- To suggest and help organise new membership offers, i.e. for attendees of club open days, Great British Tennis Weekend events or similar

Skills and Traits

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

Key Relationships

Chairperson and Management Committee, Coach, Treasurer, Secretary, Webmaster

Time Commitment

An average of two hours a week. At least 3 Management Committee meetings per annum, 1 AGM, other meetings as required.

Criminal records check

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

**Full guidance and some "hand holding" and on-going support will be provided by a committee member that has experience of using the membership module and renewal process.*

10/07/2024