



Membership Secretary Role Description

Responsible for managing the annual membership renewal process and dealing with all related and new enquiries.

Main Duties

- To respond to all enquiries from potential new members in a timely manner
- To oversee the collection of renewal membership on an annual basis from existing members
- Continue to use the Clubspark membership management system to collect payments and amend memberships as necessary on an annual basis
- Prior to new season update hard copy membership form
- To issue welcome packs and/or a welcome e-mail to new members including the parents of new junior members
- Issue member 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 organise new membership offers, i.e. for attendees of club open days or Great British Tennis Weekend events

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

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

12/03/2020