

Membership Secretary Role Description

Overview of the Role

This is a volunteer role fulfilled by any adult member. The Membership Secretary is elected at the Club's AGM as an "Officer" for a period of one year.

The Membership Secretary takes responsibility for the day-to-day management of the Club's membership.

They are also responsible for managing the annual renewal process for all members and dealing with all new membership enquiries and respective GDPR compliance.

What the role involves

Responsibilities include:

- Taking overall responsibility for the day-to-day management of the Club's membership activities
- To respond to all enquiries from potential new members in a timely manner
- To maintain an up-to-date database of members, using the LTA's free membership management system Clubspark, including equality monitoring data where possible
- To manage the membership renewal process
- To issue welcome packs and/or a welcome e-mail to new members including the parents of new junior members
- To produce membership status updates/reports for the management committee & AGM as required
- Coordinate with the committee to determine annual membership rates and packages
- To suggest and organise new membership offers, i.e., for attendees of club open days or Great British Tennis Weekend events
- Ensure all membership records and contact lists are held in compliance with current GDPR legislation
- To support public court bookings where applicable

Training and support available

No specific training is required for the role. Online videos and tutorials are available for the LTA Clubspark website relating to the membership management processes. Support will be provided by the elected Officers and other Committee Members.

Skills and experiences needed for the role

- Excellent communication skills
- Good IT skills
- Well organised
- Enthusiastic, friendly and approachable

Commitments

- Attend the various committee meetings, which are typically held from 7-9pm on Thursday evenings every other month, plus the AGM in May.

- Up to one hour per week to maintain the Club's membership records.
- Other commitments include volunteering to help with tasks and at events on a case-by-case basis.

Further Information

- The role may require a DBS check if any Club tasks/activities involve contact with children and/or adults at risk and/or access to confidential information. The Club will assist with any application process.