



JOB DESCRIPTION

Job Title: Membership and Development Manager

Work Place: 8 West Alley, Hitchin, Herts SG5 1EG

Type of Post: Substantive

Salary: £24,000 per annum

Conditions of service:

Hours: 35 hours per week (usually between 9.00am and 5.00pm)
Saturdays: Equivalent time to be taken in lieu for any meetings or functions attended on behalf of the Dyspraxia Foundation
Annual Leave: 20 days per annum plus 8 statutory days plus 3 company days to be taken during the Christmas fortnight)

Objectives:

To maintain an effective and efficient system to monitor the membership of the Dyspraxia Foundation and facilitate local support groups.

To liaise with the local groups regarding membership, correspondence and local group finances. To increase and develop our network of support groups.

To assist the Operations Manager in the general day to day running of head office and assist in the supervision of volunteers.

To maintain and respond to relevant correspondence passing to the appropriate person and processing outgoing replies as necessary.

Key Tasks:

- 1** Maintain a database of members on the computer. To process and register all members including those joining via the website or other methods of payment. Maintain a hard copy of membership records alphabetically. Process all Direct Debit payments and record and monitor the process. Send correspondence to members via email or post including the monthly newsletter. To liaise with the Operations Manager regarding membership renewal and reminders.



- 2 Provide an administrative service to individual members and local co-ordinators.
- 3 Correspond and appoint prospective Local Co-ordinators and Contacts. Sending Local Group Guidelines and keeping an up to date Co-coordinators/Contact list.
- 4 Liaise with the Local Co-ordinators Representative regarding local groups, local co-ordinators and guidelines and supply local groups with materials as requested.
- 5 Maintain a record of local groups' finances, where they are administered from the office. Pay local co-ordinators expenses and write cheques in conjunction with the Operations Manager. Maintain a quarterly record of local groups who hold their own funds and produce end of year financial figures of all income and expenditure for local groups for the end of year accounts.
- 6 Responsible for facilitating regular training updates for volunteers including local coordinators, helpline volunteers etc., as necessary.
- 7 To develop useful appropriate information and guidance to assist the local coordinators and helpline volunteers.
- 8 To update the website with information as necessary.
- 9 To recruit and induct volunteers to support the helpline service.
- 10 Record and maintain a record of DBS Checks for the local coordinators, staff, trustees and volunteers so it is clear when individuals have been processed and/or due to renew.
- 11 To support the Operations Manager in the organisation of support staff and volunteers.
- 12 To support the charity social media platforms liaising closely with the CEO.
- 13 To undertake regular Safeguarding Training
- 13 Deal with general enquiries and provide the necessary information and support via the telephone responding as necessary.
 - Typing replies and supplying information as appropriate
 - Prompt referral to others as necessary
 - Identify useful contacts to follow up later
- 14 To support conferences and events as required.



This job description does not attempt to define in detail all duties and responsibilities and is subject from time to time, to periodic review and alteration in consultation with the employee.

Organisational Relationships:

Responsible to: Eleanor Howes, Chief Executive Officer

Line Manager: Jane Trowbridge, Operations Manager

Named contact members of the Executive Committee: Sophie Kayani