

Job Description: Membership and Office Administrator

Title	Membership and Office Administrator
Contract	Part Time 0.8FTE. Fixed Term. 12 months in the first instance, with potential for extension to permanent.
Salary	UCL Non-clinical pay scale: Spinal point 16: £31,904, pro-rated £25,523.
Location	Working from home and the RHS Offices, in a pattern to be agreed with line manager.
Reporting to	Membership and Programmes Manager

About the Royal Historical Society

The Society is the UK's foremost learned society and membership organisation for the support and promotion of historians and historical research and teaching in higher education and related sectors. As a registered charity, founded in 1868 and now with more than 6,500 Fellows and Members, the Society champions the discipline of history within higher education and well beyond.

The Society is governed by its [Council](#), led by the RHS President, with day-to-day operations undertaken by a small professional [Office staff](#), based at University College London. Other members of RHS Office staff include: the Director; Membership and Programmes Manager (line manager for this role); Governance and Finance Officer; and an Events and Academic Engagement Officer (currently being recruited).

About this role

We are looking for a highly capable Membership and Office Administrator to support the work of the Society's professional Office based at University College London. The role will focus primarily on supporting and communicating with the Society's extensive membership, which largely comprises professional historians, as well as prospective members, applicants for grant funding, and members of the public.

The role holder will report to the Membership and Programmes Manager and will also assist in the running of the Society's research funding schemes. This is a hybrid position which supports home working as the predominant model. As part of a small Office team, the post holder will in addition assist with the administration and efficient running of the Office on a daily basis. The Society offers an employer contributor pension of 12% and a friendly, supportive and highly professional working environment.

KEY RESPONSIBILITIES

Key responsibilities of this role include, but are not limited to:

1. Membership support

- Responsibility, as part of the RHS Office, for communications to and from the Society

relating to the membership of the Society: to include public-facing communications from current Fellows and Members and those interested in membership.

- To support the Society's Membership and Programmes Manager in cycles of membership applications and in the annual renewal cycle for members.
- To prepare papers and communications relating to the appointment of new Fellows and Members on election.
- To prepare website content to accompany the appointment of new members to the Society as part of regular application cycles.

2. Membership services

- To be responsible for preparation of the Society's weekly mailing to its membership and the accompanying pages of the RHS website.
- To be responsible for Fellow and Member enquiries relating to RHS publications and partner offers (e.g. Cambridge University Press and *History Today*)

3. Grants and funded programmes

- To support the Society's Membership and Programmes Manager in communications to recipients of RHS research funding and in relation to all grant application rounds.
- To support the preparation and circulation of papers relating to applications for regular grant programmes run by the Society.

4. Operations and Office administration

- Responsibility, as part of the Office team, for all general enquiries and communications to the Society (email), and to act as the first point of contact for phone communications.
- To maintain the Membership and Research Funding sections of the Society's website.
- To prepare and upload content to the Society's blog, *Historical Transactions*.
- To support members of Office staff in the day-to-day running and maintenance of the RHS Office, taking responsibility for selected agreed tasks.
- To attend London-based, in-person RHS events, as required, to support the running of activities on the day.
- Undertake any other reasonable duties or responsibilities as required by the Society, in line with the needs of the organisation.

PERSON SPECIFICATION

Experience	
Experience of working as part of a public facing or membership organization: for example, a learned society or similar in the education or charity sector.	Essential
Experience of acting as a first point of contact for a wide range of people, including the organisation's membership and members of the public.	Essential

Experience of working with customer or client CRM database software to manage members' data.	Essential
Experience of the effective use of Office-based IT resources: Word, Excel, Teams, Outlook).	Essential
Experience of working effectively in a small organisation and being responsible for the efficient and timely completion of multiple tasks.	Essential
A high level of care, attention and understanding when communicating on behalf the Society with members, prospective members and partner organisations.	Essential
Exceptional time management and organisational skills.	Essential
Excellent attention to detail.	Essential
Experience of working in a learned society and / or other academic focused organisation – or - experience of working in a charity / mission led organisation.	Desirable
Experience and understanding of the structure and purpose of academic institutions (universities, higher education Institutions and other academic organisations).	Desirable
Personal interest in history and the aims of an organization like the Royal Historical Society.	Desirable

Skills and qualifications	
Bachelors' degree or equivalent professional experience.	Essential
Excellent written and oral communication in English, suitable for management of communications with members and prospective members of many backgrounds.	Essential
Excellent interpersonal skills.	Essential
Knowledge and use of core Office systems (Word, Excel, Outlook, Teams).	Essential
Knowledge of one or more CRM database and application systems and their effective and appropriate use (the Society uses Beacon CRM and SM Apply).	Desirable
Knowledge and use of communication software, including Wordpress and Mailchimp.	Desirable
Knowledge and understanding of the principles of GDPR and data compliance	Desirable

Capabilities and Aptitude	
Calm in the face of pressure, and adaptable to 'on the day' challenges;	Essential

A small team player who is able to work well within the RHS Office team (both in person and remotely), the Society's Fellows and Members, and secure cooperation from contacts both within and external to the Society;	Essential
Readiness to engage with broad variety of tasks, using your own initiative	Essential
An interest in History and/or the greater humanities, and their academic and public benefit	Desirable