

Job Title	Members Services Assistant
Department	Members Services
Position Type	Volunteer (minimum 2 days per week – flexible hours/days)
Term	Ongoing
Reports to	Director of Members Services (based in the U.K) <i>The post holder will report to the Director of Member Services and will have a close working relationship with the Member Development Consultant and Sport Development Director.</i>
Location	Remote working

Purpose of Role

Assist in the provision of services to IMMAF National Federation members with particular focus on the following:

- To act as a point of contact and respond to some member enquiries by email , ZOOM, Whatapp or other communication channels.
- Documents and record admin, data collection and input.
- Assist within new membership application reviews and preparation for IMMAF Board of Directors review.
- Assist in member market research.

Key Responsibilities and Accountabilities

- Process membership applications and introduce members to IMMAF resources, products and policies.
- To ensure member fees are paid on time.
- To complete member requests for information.
- Record keeping of all National Federations, maintaining accurate documentation and key contact details.
- Diary Management.
- Minutes taking.

- To deal with all membership resources provided by IMMAF; courses, Grading App, membership system.
- To deal with membership and general enquiries which will typically relate to membership applications.
- To carry out administrative and information gathering tasks as required.
- To carry out all activities in a timely and accurate manner, adhering to IMMAF policies, procedures and regulatory requirements.
- To observe and uphold the best principles of customer care in discharging the duties of this post and achieving the IMMAF aims and objectives of delivering high standards of care for member satisfaction. All members are to be treated as individuals in a professional and friendly manner.
- To observe and uphold the principles of equality of opportunity.
- To implement and adhere to all procedures and policies introduced from time to time by the IMMAF and to undertake such other duties and responsibilities as are commensurate within the post.

Person specification - Skills and experience	
Qualifications	No specific qualifications required.
Skills & Experience	<ul style="list-style-type: none"> ▪ Relevant administrative experience gained in a professional environment. ▪ Knowledge and understanding of IMMAF and its objectives is preferable. A basic knowledge of sport governing bodies and their structure will be most helpful. ▪ Basic knowledge of what makes good working relationship with members and its importance to maintaining IMMAF good reputation. ▪ Adequate understanding of what makes communication effective. ▪ Use of a range of IT tools e.g. Microsoft office. Excellent keyboard skills Thorough working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint). ▪ Ability to communicate effectively both verbally and in writing to members from a range of backgrounds. ▪ Ability to organise and prioritise own workload. ▪ Ability to work co-operatively as part of a team. ▪ Experience of accurately inputting information into databases and application processing. ▪ Good literacy and numeracy skills.

	<ul style="list-style-type: none"> ▪ Knowledge of data protection policies or willing to complete a short arranged course.
Personal Qualities	<ul style="list-style-type: none"> ▪ The ability to give each task the right attention to detail. ▪ A team player with empathy towards the demands that a busy Members Services Department has on members of a team. ▪ A friendly, polite courteous manner is essential to this role. ▪ Excellent time keeping and reliability. ▪ Ability to work under pressure.
Teamwork	<ul style="list-style-type: none"> ▪ Embraces diversity and displays respect and loyalty to colleagues, the organisation and leadership team. ▪ Engages effectively, and is helpful and supportive towards others. ▪ Highly collaborative, taking the time to engage with team members. ▪ Reliable and committed to success of the team. ▪ Embraces change and is adaptable. ▪ Able to multi-task and willing to take on additional roles and tasks.
Communication	<ul style="list-style-type: none"> ▪ Open and transparent and maintains trust and confidentiality;
Motivation & Drive	<ul style="list-style-type: none"> ▪ Self - motivated and proud to be part of the experience; ▪ Demonstrates enjoyment in their work; ▪ Professional, polite and approachable manner; ▪ Positive attitude and optimistic.