



BRITISH ROWING

Job Description

Membership Support & Operations Officer

TEAMWORK | OPEN TO ALL | COMMITMENT



Job Title	Membership Support & Operations Officer
Reports to	Head of Membership
Directorate	Membership & Rowing Community
Location	British Rowing Headquarters, Hammersmith, London

Overview

British Rowing is the national governing body for the sport of rowing and the GB Rowing Team. Our mission is to lead, enable and inspire excellence in rowing at all levels. Our vision, through rowing, is to promote the positive impact of sport by providing an enjoyable experience for all participants while upholding our position as a leading rowing nation.

Job Purpose

The main purpose of this role is to act as the first line of support for British Rowing members, ensuring high levels of satisfaction among new and existing members by providing them with effective and timely assistance from British Rowing, when they need it.

The Membership Support & Operations Officer takes the lead on answering all inbound queries from our members, mainly via telephone and email, with support from the Membership Services team and the wider organisation. This is a customer service role and reports to the Head of Membership.

Responsibilities

Customer Support

- Be the first line of support for members' telephone calls, resolving their queries in a friendly and timely manner.
- Be the first line of support for all membership emails and other written enquiries, ensuring high quality responses with minimal resolution times.
- Optimise all automated membership communications, including template responses.
- Track, report and analyse call and email volumes, escalating issues or significant changes to Head of Membership as necessary.
- Identify, develop and own website FAQs, plus any self-help content which can reduce inbound calls and emails.
- Support the process of the annual membership survey, including promotion, analysis and reporting.

Operations

- Identify and report on improvements with our online membership management system, to optimise the member experience.
- Identify, report and own any issues with the online membership management system.
- Manage the relationship with British Rowing's fulfilment partner, ensuring they have what they need to ensure the timely printing and posting of our membership pack and cards.
- Organise and deliver British Rowing's Volunteer of the Year awards, working with other teams as necessary.

Other

- Provide short term and holiday cover for other functions in the Membership Services team.
- Support British Rowing in the delivery of its' strategic plan and ensure all stakeholders have the best experience of British Rowing.

This job specification is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.

Person Specification

Essential:

- Customer-centric 'people person' with excellent verbal and written customer service skills.
- Highly motivated, with a can-do attitude and willingness to take on new challenges.
- Ability to deal efficiently and calmly with high volumes of work at peak times.
- Ability to integrate into a dedicated, hard-working, supportive and friendly team.
- Flexibility and a willingness to undertake a wide range of duties.
- Comfortable working with technology, especially standard office systems.

Desirable:

- Knowledge and/or a passion for the sport of rowing.
- Experience of working within sport at some level, a national governing body, sports league, sports brand or similar, either professionally or as a volunteer.
- Experience in working with other Customer Relationship Management systems and understanding best practice in Customer Experience (CX).
- Experience of process improvement or customer services.

Additional Information

Standard British Rowing working hours are 09:00 to 17:00, although flexibility will be required at busy times to ensure core objectives are achieved.

Due to the requirements of our internal systems this role will be office-based with only occasional opportunities to work off-site.

British Rowing is a membership organisation funded partly by the exchequer and by the National Lottery via Sport England and UK Sport. The organisation is responsible for the training and selection of individual rowers and crews representing Great Britain, and for the development and participation of rowing and indoor rowing in England. Rowing is one of the most successful British Olympic sports of all time delivering 26 Olympic and Paralympic medals since Sydney 2000. We are committed to ensuring that the sport continues to thrive from the grass roots right up to winning medals at the Olympic Games.

Equal Opportunities

British Rowing is committed to equal opportunities for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.