**Membership and CRM Officer**

**£23,275 - £24,798 per annum plus benefits**

**40 hours per week**



A new role has been created for a Membership and CRM Officer to work within the business development team to deliver a fantastic ‘customer focused’ experience for our members and customers. You should have exceptional administration and organisation skills, excellent customer service skills as well as the ability to listen and understand customers’ requirements.

The Membership and CRM officer will have responsibility for ensuring that memberships across Oldham Active are administered and managed efficiently, which includes effective management of the Customer Relationship Management system (CRM), payment collections, rejections, debt and cancellations.

The Membership and CRM Officer will administer systems which meet with all internal and external requirements, you will actively be managing the relationships with customers throughout their membership lifecycle, seeking to retain members and managing situations where members experience financial difficulty.

This role will contribute to the financial stability of the business through strong customer and financial management. To be successful in this role you will need to own and manage the membership process from start to finish including processing membership applications, maintaining records, dealing with freeze and suspensions, through to management of membership cancellations.

The ideal candidate will possess:

* Strong numerical ability, including the capacity to present information and data in a way that is easy to understand.
* Excellent knowledge of CRM/LMS, MS office applications and management software systems.
* Experience of running Direct Debit collections and managing debt
* Confidence in making decisions that support our customers and our business
* A problem-solving attitude with a passion and enthusiasm for Oldham Active
* Ability to speak to different people at different levels and be assertive
* Ability to listen and understand the needs and requirements of customers

Individuals should have previous experience working within an administrative role, managing direct debit collection processes and effectively managing debt. Training will be provided if necessary and confirmation of the appointment can only be granted during the probationary period to those individuals who attain the above qualifications.

Hours of work may include evening and weekend work at times to reflect the requirements of the role. The contract is for 40 hours per week and you should manage your time efficiently and with flexibility to ensure you are effective in the role as stated.

As part of OCL’s total reward package there is:-

* Employee Awards
* Enhanced annual leave provision
* Flexible working arrangements
* Free eye test and contribution to cost of VDU glasses
* Free facility membership
* Free parking
* Investment in Employee Learning and Development
* Long Service Awards
* Occupational Maternity, Paternity and Adoption Leave
* Occupational Sick Pay
* Pension Scheme

If after reading above you feel that you have what it takes and want to join a great team, apply on line at [www.oclactive.co.uk/vacancies](http://www.oclactive.co.uk/vacancies). The closing date for receipt of applications is 31st January 2022. OCL are an equal opportunities employer and welcome applications from all.