



## MEMBERSHIP SALES OFFICER (PART TIME)

**SALARY:** £11,285 PLUS CONTRIBUTORY PENSION

**HOURS:** PART TIME 20 HOURS PER WEEK, INCLUDING SOME OCCASIONAL WEEKEND WORKING.

**TERM:** PERMANENT

**LOCATION:** LEOMINSTER

**REPORTS TO:** MEMBERSHIP MANAGER

### JOB SUMMARY

The Angling Trust is seeking an enthusiastic and hard-working individual to join our membership sales team. The role will involve servicing our existing membership and helping to grow and retain individual, club, fishery and trade memberships of the Angling Trust and Fish Legal. The successful candidate will have a proven track record of good administrative skills and be a great communicator. Previous experience of working with a CRM database would be an advantage. Ideally, you will have a passion for the great outdoors and some knowledge of angling, but this is not essential.

Reporting to the Membership Manager the successful candidate will relish new challenges and be confident communicating by both telephone and email in a public facing role. The role will involve working and collaboration with colleagues across different divisions of the organisations. This may include a degree of evening and weekend working on occasion and attendance at events as a representative of the Angling Trust, but will primarily be office-based during the working week.

The Angling Trust is the united representative organisation for marine and freshwater angling in England and Wales. It is joined in a collaborative and co-operative relationship with Fish Legal, a separate membership association using the law to protect fish stocks and the rights of its members throughout the UK.

Angling Trust is committed to equity, diversity and inclusion across our organisation, our membership and our sport. We particularly encourage applications from women and people who identify as Black, Asian or from a Minority Ethnic background, who are currently under-represented within our organisation. We offer family friendly, flexible working arrangements. We are participants of Sport England's Inclusive Employers development programme.

### PRINCIPAL OBJECTIVES AND MAIN DUTIES

The Membership Sales Officer is responsible for:

Item	Duties
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1	<p><b>Membership Team Admin</b></p> <ul style="list-style-type: none"> <li>• Taking membership purchases and processing membership enquiries</li> <li>• Data inputting and membership fulfilment</li> <li>• Answering incoming telephone, email and social media queries</li> <li>• Manage and update the company CRM system with required information.</li> <li>• Undertake other duties related to the membership and communications functions.</li> </ul>
2	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Take an active role in communications with members and non-members via multiple channels and media.</li> </ul>
3	<p><b>Sales</b></p> <ul style="list-style-type: none"> <li>• Making outbound calls to existing, lapsed and prospective members with a view to achieving membership sales targets.</li> </ul>

## PERSON SPECIFICATION

The successful candidate will have at least the following essential attributes:

Attribute	Essential	Desirable
<b>EDUCATION/ QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>▪ O Levels/GCSEs or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>▪ A levels</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Ability to complete admin tasks both efficiently and accurately</li> <li>▪ Enthusiasm for working in a customer facing environment</li> <li>▪ Excellent communication skills</li> <li>▪ Ability to build strong, productive internal and external relationships</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous experience of CRM database work</li> <li>▪ Experience of working within and growing a membership organisation.</li> </ul>



<p><b>SKILLS &amp; KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>▪ Enthusiasm and a positive attitude to learning new skills</li> <li>▪ A strong communicator at all levels with good interpersonal skills, a high standard of written English, an excellent telephone manner.</li> <li>▪ Ability to work independently to achieve objectives</li> <li>▪ Good administrative skills, including comprehensive skills in the use of Microsoft Office and Sharepoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of one or more types of angling</li> <li>▪ Sales training</li> <li>▪ A good understanding of social media platforms</li> </ul>
<p><b>QUALITIES</b></p>	<ul style="list-style-type: none"> <li>▪ Self-assured, confident and capable</li> <li>▪ Ability to work on own initiative alone and as part of a small team</li> <li>▪ Able to identify opportunities and develop solutions</li> </ul>	
<p><b>OTHER</b></p>	<ul style="list-style-type: none"> <li>▪ Be willing to undertake further training and development as necessary.</li> <li>▪ Able to work evenings and weekends on occasion.</li> </ul>	

**OTHER INFORMATION**

**Responsible to:** The postholder will report to the Membership Manager, who will conduct annual and interim reviews of performance against targets.

**Location:** Office (Leominster) with potential for limited home-working, ideally within one to two hours of Leominster. Regular attendance at our Leominster office will be required.

**Working hours:** 20 hours per week, primarily Monday to Friday 9am to 1pm, although some flexibility may be possible.

**Holidays:** 23 days leave plus Public Holidays pro rata, accruing at 1 day per year of service to a maximum of 28 days pro rata. Time off in lieu may be accrued for weekend and significant evening working. 3 days of



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this annual leave must be taken between Christmas and the New Year. Internal candidates would retain existing annual leave entitlement.

**Closing date and interviews:** Sunday 12 December 2021. Interviews are likely to be held on 14, 20 and 21 December 2021.

**Start date:** January 2022.

**Miscellaneous:** Mileage may be reclaimed along with other out of pocket expenses on a monthly basis.

**Enquiries to:** Nick Simmonds, Membership Manager, [nick.simmonds@anglingtrust.net](mailto:nick.simmonds@anglingtrust.net)

**Applications to:** Stuart Sharp, HR and Business Manager, [stuart.sharp@anglingtrust.net](mailto:stuart.sharp@anglingtrust.net)

**Applications:** May be submitted using our application form available from our website at <https://anglingtrust.net/about-us/angling-trust-vacancies/> or by detailed CV with cover letter.

