

**Faculty of Sexual and Reproductive Healthcare (FSRH)**  
10-18 Union Street, London SE1 1SZ

**Job description**

<b>Job title</b>	Membership Services Team Lead (Permanent)
<b>Department</b>	MET
<b>Band</b>	3
<b>Reports to</b>	MET Director
<b>Liases with</b>	FSRH Members and Learners Education & Training Team MET Team Finance Team VP Membership
<b>Hours/week</b>	35

**About us**

We are the largest UK professional membership organisation working at the heart of sexual and reproductive health, supporting healthcare professionals to deliver high quality care. We believe that access to quality sexual and reproductive healthcare is a fundamental right. This is why we are working together with our members and partners to shape better sexual and reproductive health for all.

**Our five-year strategic plan**

It's an exciting time to be working at FSRH. We are changing systems, processes and structures to enable us to get the best out of ourselves and each other. Supporting improved educational design, digital transformation and improved customer service will be key to future sustainability and success. We're excited to be growing our E&T portfolio including relaunching many of our qualifications and courses on our new Training Hub.

We're progressing our FSRH five-year strategic plan from 2020-25. This is a driver for transformational change and a focal point for everything we do here at FSRH, fostering a culture of continuous improvement.

*This job description and person specification is a statement of requirements of the job at the time of writing. It should not be seen as precluding future changes after appointment to this role. Last updated Nov 2020*

Our five strategic goals are:

- Producing high-quality clinical standards and guidelines for healthcare professionals
- Providing high-quality training and educational materials for healthcare professionals
- Influencing policy and practice through evidence-based advocacy
- Supporting and growing the sexual and reproductive healthcare professional community
- Raising awareness of sexual and reproductive healthcare among the public.

### Our values

Our values reflect our ethos as an organisation and as a specialty and describes the organisation we want and need to be.



### Purpose of the role

We are seeking a motivated and organised individual who will Lead the team of Member Support Advisors who will respond to and resolve all member enquires and process Membership and Educational applications.

You will have a background in Customer/ Membership support, must be able to take initiative and

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offer solutions .You will be a committed team player who is keen to offer excellent support to our learners and members. You will be able to work collaboratively and communicate effectively with a range of members and staff. You will have a proactive attitude and able to work efficiently within defined processes.

You will work alongside the MET Director and Education Development Managers and associated teams to ensure that membership support is delivered as follows:

- Member enquires are responded to and resolved in line with Quality standards and SLAs
- That members are treated fairly and in line the Faculty values and regulations
- That applications for Educational products are processed within agreed SLAS
- Ensuring the quality of the service provided
- Creating and delivering iterative improvements on the FSRH member contact strategy

#### **Dimensions and limits of authority**

This role will work closely with the MET Director/ Education Development Manager (General Training) to:

- Lead the Member Support Advisors team
- Manage people resource to ensure appropriate staffing levels are maintained at all times
- Ensure all SLAs are being met consistently across the team for support requests and application processing
- Offer excellent support to learners and members to progress their qualification and recertification journeys
- Maintain and ensure that Standard Operating Processes are followed
- Escalate complaints and high risk enquires to appropriate SMT/ EDM etc as required
- Provide reporting on Sales, Awards, SLAs and related activity to MET Director

## Role and responsibilities

### Member Support Team

- Monitor daily workload of the team and makes adjustments to ensure adequate coverage and that correct procedures are followed
- Ensure enquires, calls and applications are responded to / processed within agreed SLAs
- Respond to and resolve escalated issues/ complaints / complex requests from members/ candidates
- To respond to and resolve a variety of member enquiries and applications
- Monitor the quality and accuracy of resolutions/ tasks provided by the team and provides feedback to team members
- Provides coaching and training to team members on correct procedures to follow and develops their knowledge of FSRH products and services
- To identify systems and workflow improvements to enhance the teams efficiency
- Identify system faults and share with relevant stakeholders / suppliers to reach a timely resolution
- Hold regular 121s with team members to support review their performance , provide development , identify priorities and resolve issues
- Supporting recruitment and development of new team members.

### Administration and reporting

- Provide requested monthly reporting to MET and Education Directors
- Share regular feedback to Education and MET team on improvements/ enhancements required to Website/ Training Hub reduce member support needs
- Maintain accurate folders, records and reports
- To support the dissemination of information and give guidance on regulations including any updates and changes.

Signed by job holder:	Date:

**Person specification**

Qualifications and training	Essential / Desirable
<ul style="list-style-type: none"> <li>Educated to Secondary School level (or equivalent experience)</li> </ul>	<ul style="list-style-type: none"> <li>Essential</li> </ul>
<b>Previous experience</b>	
<ul style="list-style-type: none"> <li>Substantial previous experience of strategic redevelopment of a customer contact team from the ground up.</li> <li>Substantial experience of working customer/ membership support environments</li> <li>Experience of supporting educational products and member services</li> <li>Experience of working within policies and processes and using these to support improved delivery and service</li> <li>Experience working in multichannel support (email, phones, remote, chat etc)</li> <li>Experience of using digital platforms, CRMs and Learning Management systems preferably CIVI, Learning Pool (Totara)</li> <li>Experience of managing complex cases</li> <li>Experience of producing and creating reports</li> <li>Experience of working within a professional membership body / higher education / NHS background</li> <li>Experience of developing skills and knowledge of less experienced colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Desirable</li> </ul>

## Key skills and attributes

### Leadership

- Strategic, data driven and able to build and motivate a high performing team
- Organised and efficient with an ability to manage competing priorities
- Able to understand and work within governance structures
- Able to demonstrate ownership and initiative when managing areas of responsibility

### Effective Administration

- Process driven and systematic approach with an ability to effectively follow policies and procedures as well as offering improvements
- Able to maintain up to date and accurate records in line with policies and processes

### Customer Service

- Methodical, fair, and respectful in attitude and approach to customers/ members
- Effective spoken and written communicator
- Takes ownership of issues and works through to resolution
- Ability to support users with digital platforms or refer as appropriate
- Excellent product knowledge to support customers using a variety of media and formats
- Active listener that can provide solutions and manage issues calmly

### Digitisation & Learning Technology

- Proficient working with a range of digital platforms and databases and adept with Microsoft Office.
- Able to utilise digital solutions to improve provision of membership support
- Openness and ability to adapt to new technologies and new ways of working

### Attitudes

- Professional, reliable and non-judgmental attitude
- Understand and adopt the FSRH values throughout their role

## Competencies

**Attention to detail:** accomplishes tasks with thoroughness, accuracy and reliability.

**Team working:** builds and develops appropriate relationships with colleagues, members and suppliers at all level of seniority. A committed team player, with the ability to motivate others.

**Adaptability and flexibility:** maintains effectiveness in a changing environment. Able to be flexible in your approach to work without losing sight of key objectives.

**Communication:** expresses ideas effectively and conveys information appropriately and accurately both verbally and in writing. Understands the governance in which their products are managed.

**Resilience:** maintains performance under pressure and / or opposition.

**Analysis and reasoning:** qualification data and other information in order to grasp issues, draw conclusions and solve problems.

**Strategic vision:** understands how their and their teams role fits in to the bigger picture.