

# Chartered Banker

*The Chartered Banker Institute is the only professional banking institute in the UK. We are an educational charity, established by Royal Charter. We are the only body in the world able to confer the status of Chartered Banker to suitably qualified individuals. Throughout our existence we have driven an agenda of ethical professionalism. We are committed to promoting professional standards for bankers, providing professional qualifications for retail, commercial and private bankers in the UK and overseas, and offering professional membership to qualified individuals. [www.charteredbanker.com](http://www.charteredbanker.com)*

## **ROLE PROFILE**

<b>Job Title:</b>	<b>Membership Experience Coordinator</b>
<b>Reports To:</b>	Head of Membership Experience & Strategy
<b>Role:</b>	Full time – 35 hours per week
<b>Location:</b>	Flexible

### **Job Purpose:**

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To support and assist the Head of Membership Experience & Strategy with the delivery of the Institute's membership experience strategy. Undertaking tasks and supporting activities that make it easy for members to join and stay with the Institute and support their journey from recruitment to advocacy.

### **Key remit of role:**

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- Supporting and implementing membership strategy throughout the Institute
- Implementing agreed improvements to the member journey proposition
- Collaborating with colleagues, suppliers and stakeholders on initiatives to enhance member experience
- Engagement with Institute members to understand their requirements and gain insight through planned and structured research
- Participating in service and process improvement planning

### **Duties & Responsibilities:**

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- Implement aspects of the Institute's member experience, retention and engagement strategy
- Undertake activities which promote the value of membership, enhance the member journey, and promote retention and advocacy.
- Support the development and implementation of member research activity
- Assist with the monitoring, analysis and reporting of membership data
- Provide support for membership-related committees and groups and contribute to planning.
- Support the development of member-centric resources and digital solutions
- Collaborate with colleagues to support the development and improvement of member communications
- Support customer journey mapping activity within the Institute
- Collaborate with colleagues to improve or develop processes in order to enhance the member journey
- Copy editing and/or proof reading of articles, emails and other content.
- Work with key suppliers regarding development and implementation of membership projects

## **Qualifications, Skills & Experience:**

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### **The job holder requires to have:**

- A strong background in administration and process improvement
- Experience of project implementation and of working and engaging with business stakeholders
- Previous experience of working in a professional or other membership body would be beneficial, although not essential
- A knowledge of banking and the wider financial services sector would be beneficial, although not essential

### **Person Specification:**

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- Strong planning, organisational and administrative skills
- Ability to solve problems and troubleshoot
- The ability to build and maintain effective relationships with members, colleagues and clients
- Competent user of Microsoft Office
- Strong written and verbal communication skills
- Self-motivated, with proven ability to work effectively when unsupervised and/or under time constraints
- Exceptional attention to detail and accuracy
- A good understanding of customer experience