

## **JOB DESCRIPTION**

**Job title: Senior Membership, Foundation and Professional Development Officer**

**Reporting to: Membership, Foundation and Professional Development Manager**

**Contract Type: 10 Month Fixed Term Contract.**

**Salary Range: £27,418.15- £29,449.13**

**Start Date: Monday 6 April 2026**

## **JOB PURPOSE**

To co-ordinate and support the planning, administration, and delivery of Membership, Foundation and Professional Development activities.

## **MAIN DUTIES AND RESPONSIBILITIES**

1. To work with the Membership, Foundation and Professional Development Manager and Heads of Relationships and Business Growth to ensure successful delivery of the Group's Membership, Foundation and CPD offer.
2. To support Membership Foundation and Professional Development Manager in operation and evaluation of Foundation activities and professional development programme.
3. To take responsibility for development of CPD programme, identifying potential session leaders, fruitful subject areas or blind spots in member knowledge.
4. To co-ordinate and provide comprehensive advice, guidance and support to Members and individuals booking onto professional development activities.
5. To proactively use telephone, video call and email to promote upcoming CPD events with professional development contacts and to generate leads for Relationship Management and Business Growth teams for bespoke training.
6. To lead on the administration of membership applications, onboarding, engagement and renewal to ensure retention targets are achieved and cash-flow is maintained with timely invoicing.
7. To maintain accurate membership records, tracking member usage across Foundation and CPD offer.

8. To take responsibility for the development and marketing of professional development and membership activity on an ongoing basis – ensuring that any event cancellations are minimal.
9. To ensure the website is kept up-to-date and is accurate with event information relating to professional development activity. Also to make sure that this information is provided to Marketing and Relationship Management teams in a timely manner so that numerous attempts at promotion can be made and co-ordinated.
10. To ensure enquiries relating to Membership, Foundation and Professional Development are handled and responded within 3 working days.
11. To provide support with enquiries relating to bespoke training activity.
12. To support the Head of Centre in the planning, registration and certification of qualifications delivered by Skills and Education Group Training and related EQAs.
13. To lead in the collation and analysis of participant feedback from networking, CPD and other member events so as to deliver improvements in our offer on an ongoing basis.
14. To lead on all operational requirements for training activities (room booking, catering, equipment hire) etc...
15. To ensure information on professional development enquiries and bookings are provided to the relevant internal colleagues.
16. To deliver excellent customer service to internal and external customers and stakeholders.
17. To ensure effective and efficient control of information and data in line with GDPR requirements.

The above duties are not exclusive or exhaustive, and the post holder may be required to carry out such other appropriate duties as may be determined by the Membership, Foundation and Professional Development Manager.

The post holder will be expected to adopt a flexible approach to ensure the efficient and effective operation of the Group.

## **OTHER DUTIES**

- 1 To ensure awareness of, and compliance with, all health and safety requirements taking reasonable care of the health and safety of yourself and

other persons in accordance with the provision of health and safety legislation.

- 2 To exercise proper care in operating, handling, and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
- 3 To keep up to date, so far as is necessary for the efficient executive of the role, with new legislation, procedures, and methods.
- 4 To participate in the Company's appraisal process and to undertake appropriate training/development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.
- 5 To uphold and promote the Company's Equal Opportunities and Diversity policies and practices.
- 6 To present an appropriate professional image on official Company business.

## **TERMS AND CONDITIONS**

This post is subject to the terms and conditions determined by the Skills and Education Group.