

BOWLS SCOTLAND MEMBERSHIP AND ADMINISTRATION OFFICER JOB DESCRIPTION

Job Title:	Membership and Administration Officer
Office Base(s):	The primary base of Bowls Scotland is the National Centre for Bowling in Ayr. However, Bowls Scotland operate a flexible working policy with a combination of working from home and either the office in Ayr or a sportscotland regional office.
Reports To:	Business Operations Manager
Key Relationships:	<ul style="list-style-type: none"> ▪ Bowls Scotland Staff ▪ External Agencies and Partners ▪ sportscotland ▪ Clubs ▪ Volunteers
Job Purpose:	The Membership and Administration Officer will have accountability and responsibility for delivering membership services and administration across the organisation to deliver Bowls Scotland's corporate strategy.

Key Responsibilities:

Membership services:

- Technical lead for management and development of Bowls Scotland's CRM system: 'JustGo'.
- Have overall responsibility for databases outwith the CRM system.
- Lead on the annual affiliation process, competition entries administration and event delivery administration.
- In partnership with the Marketing and Communication team, continually improve all member services and benefits.
- Provide up to date content for Bowls Scotland website and social media platforms in relation to CRM and membership services.
- In partnership with the Business Operations Manager coordination and creation of Annual Report and other strategic documentation.
- Provide regular statistical information, standardised reporting, and analysis:
 - Membership, participation, and engagement
 - Equality, diversity, and inclusion
 - Organisational performance
- Supporting the Business Operations Manager and the Development Team in developing business cases and project/partnership proposals.
- Working closely with Marketing and Comms Create easy to use reports for external partners or stakeholders.
- Create and develop dashboards/reports for presentations for the organisation & provide training to staff and volunteers.

Administration:

Collaborate effectively with the Safeguarding and Administration Officer to deliver the following:

- Provide a high-quality customer focused reception, including monitoring and administering enquiries via the phone line and Info@ email inbox.
- Entering, filing, retrieving and maintaining data from a range of digital and manual systems, maintaining confidentiality and sensitivity where appropriate.
- Support Lead Safeguarding Officer with the processing of PVG scheme applications.

- Other duties as may reasonably be required by the organisation.

General:

- Promote Bowls Scotland both within and out with the work environment.
- Uphold the organisation values of Bowls Scotland
- Draft reports and contribute to staff meetings as appropriate.
- Maintain knowledge and adhere to the published Bowls Scotland policies
- Maintain own personal development records and ensure that interim review and annual appraisal documentation is signed off and lodged according to company policy and timescale.

The above job description will be subject to annual review to reflect the needs of the Bowls Scotland.