



THE ROYAL BRITISH LEGION

JOB DESCRIPTION

Job Title: Membership Support Officer

Reporting To: Area Manager

Role Purpose: Act as the membership governance specialist and administrator, supporting and providing guidance to the membership to ensure their business complies with all Legion policies and procedures, and charity law. Assist the Area Manager in the delivery of the four pillars of Legion strategy, engaging with the membership to secure their involvement.

Key Responsibilities:

Administration

- Provide administrative support for County/District committee meetings, including taking and distributing minutes and preparing reports where necessary.
- Maintain up to date local membership information on the database and other shared directories.
- Provide advice in resolving disputes and manage membership complaints as required. Provide administrative support to investigative panels as required by Head Office.
- Support annual membership conference activities, ensuring compliance with Legion policies and procedures.

Governance and Compliance

- Provide guidance to the local membership on governance and administration. Ensure compliance in regard to Legion policy and procedures and charity law.
- Work with membership committees to ensure efficient and effective management of membership at a local level. Maintain a branch risk register to inform decision making.
- Monitor, analyse and record the management of annual accounts and other compulsory returns; ensure compliance with all financial policies and procedures. Support use of the on-line accounting system.
- Conduct and co-ordinate the election process for Chairmen and Vice-Chairmen in accordance with Legion policies.
- Provide guidance and support to voluntary appointments in order for them to carry out their duties such as recruiting, training and ceremonial duties, ensuring that they comply with Legion policy and procedures.
- Liaise with the Commercial Directorate to ensure any Club or property issues, including Branch Property Trusts, are dealt with in compliance with Legion policies and procedures.

Communications

- Maintain open channels of communication with the membership, ensuring that all Head Office directives and Area messages are cascaded appropriately and in a timely manner.
- Monitor County/District websites and social media to ensure information is relevant, up-to-date and meets with branding and policy guidelines. Produce local newsletters as required.
- Act as point of contact between the Public Relations team and the membership to ensure flow of information. In partnership with the Public Relations team raise the profile of membership by identifying and promoting newsworthy stories.

Community Outreach and Comradeship

- Encourage affiliation of Legion membership with local schools and youth organisations. Support local initiatives in order to increase youth involvement in Legion activities.
- Support campaigning or educational activities in furtherance of the Legion Remembrance and representation strategies.
- Work with membership, Local Authorities, Armed Forces and community organisations and other stakeholders to support commemorative and ceremonial events.
- Support National, Regional and Area teams with key Armed Forces Engagement events in order to increase the Legion's local profile.
- Work with local Membership, Fundraising and Area teams to promote the work of the Legion.
- Work with the Area team to support and promote the Volunteer Engagement Plan.

Supplementary

- Work with the Area Manager and Chairmen to ensure consistency across strategic plans.
- Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the Area Manager.

This job description reflects the current requirements of the role. As duties and responsibilities change and develop, this will be reviewed and will be subject to amendment in consultation with the post-holder.

GENERAL

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018; to ensure the correct reporting of data breaches, any changes to the processing of personal data which require a Privacy Impact Assessment and any requests under the Individual Rights provisions are reported to the Legion Data Protection Officer.
- It is clear that due to the nature of the role, the postholder will have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised members of staff.
- Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Any hire is to work in accordance with the Equality Act (2010).

PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
QUALIFICATIONS		
Good standard of general education to GCSE level or equivalent	E	Application/Certificates
Full UK driving licence	E	Application/Licence
KNOWLEDGE & EXPERIENCE		
Knowledge and understanding of the Royal British Legion's work and of the membership.	E	Application / interview
Significant administrative experience	E	Application/Interview/ Assessment
Proven experience of minute taking	E	Application/Interview
Experience of using in-house databases	E	Application/Interview
Basic accounting experience	E	Application/Interview
Experience of working with volunteers	D	Application/Interview
Experience of working with a charity or membership organisation	D	Application/Interview
SHARED VALUES AND BEHAVIOURS		
<p>Service</p> <p>We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p>		Interview
<p>Collaboration</p> <p>We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p>		Interview
<p>Passion</p> <p>We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p>		Interview
<p>Excellence</p> <p>We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are</p>		Interview

willing to learn.		
Valuing our People We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.		Interview
SKILLS AND ATTRIBUTES		
Proficient in Microsoft Office packages including Word & Excel	E	Application/Interview
Strong team player	E	Interview
Able to provide accurate and concise analysis to routine problems	E	Interview
A willingness to work evenings and weekends as necessary	E	Interview
Empathy with mission, objectives and values of the Royal British Legion	E	Application/Interview