



<b>Organisation</b>	Association of British Climbing Walls
<b>Role</b>	<b>Membership Support Officer</b>
<b>Objective</b>	Support the Head of Membership and the ABC with membership engagement, conference admin, social media management and ad-hoc admin tasks
<b>Salary</b>	£8,580 (£11 per hour 15hours a week to be worked 3 fixed mornings and 4 hours flexible)
<b>Contract</b>	Fixed term for 1 year with the possibility to extend and or increase the role.
<b>Location</b>	Remote (home-based role)
<b>Start date</b>	Q1 2022
<b>Reports To</b>	Head of Membership
<b>Closing Date</b>	8 <sup>th</sup> February 2022

### About the ABC

The ABC is a small but ambitious organisation set to improve the opportunities and experience of the climbing wall industry and everyone that engages with it. Working with our close network of sector partners we aim to raise the profile of indoor climbing in a positive way such that everyone feels welcome to give it a go and proud to be involved. Through our efforts to improve the safety and professionalism of our industry we look to further improve the experience of climbers and the quality of the workforce; creating habits and career pathways that keep people in the sport for life.

A growing conference and a number of workstreams support this activity and as such we are looking to expand our own team to continue to support climbing walls and deliver on our objectives.

### About the role

This role is initially for a one year period to support the Head of Membership and assess the levels of support required as we continue to grow the organisation. We are looking for someone to work 15hrs per week and we are happy to discuss how this might be distributed across the week. The role is largely desk based and remote apart from attending our UK based board meetings 2-4 times per year and our annual conference.

## RESPONSIBILITIES

### Enquiries

- Deal with day-to-day enquiries via email & telephone from prospective members, current members and in some cases the general public
- Monitor email inboxes and respond to enquiries, passing content to appropriate people, e.g bookkeeper, Head of Membership or CEO
- Manage incoming conference enquires

### **Customer Service**

- Record feedback and comments from ABC members and compile a quarterly feedback report
- Assist with the processing of membership applications and produce membership certificates
- Support the Head of Membership in the organisation of workshops, webinars and the annual conference.
- Escalate any and all major issues/problems members might have

### **Document/Data Control, IT & Governance**

- Maintain master copies of templates, documents and procedures relating to The ABC
- Maintain membership database ensuring all members data is up to date

### **Finance & Accounts**

- Manage basic financial transactions
- Request new member invoices to be raised via bookkeeper

### **Social Media**

- Manage all social media channels (currently Instagram, Facebook)
- Publish accessible social media posts in line with our strategic and comms objectives

### **Additional Duties**

- Create bi-weekly newsletter in which content will be given by head of membership/CEO/Board as appropriate
- Organise and attend quarterly board meetings, take minutes of meetings, record actions to be taken and publish minutes in a timely fashion
- Carry out other duties as directed by the CEO/Head of Membership

## **EXPERIENCE**

### **Essential**

- Excellent organisational and time management skills
- Good communication skills and copywriting ability
- Excellent computer skills to create documents and spreadsheets using Microsoft Office products
- Numerate with a strong command of both written & spoken English

### **Desirable**

- Experience of Teamwork, Stripe, Website management and Mail Chimp
- A basic understanding of the climbing landscape and different organisations within it
- Experience of using adobe package to generate some marketing materials where appropriate

## **PERSONAL QUALITIES**

- Ability to build effective working relationships with individuals and organisations
- Ability to work effectively both alone and in a team environment
- High degree of personal drive and motivation to succeed in a growing organisation
- High level of attention to detail

## **HOW TO APPLY**

Please send any questions about the role in advance of the closing date to [admin@abcwalls.co.uk](mailto:admin@abcwalls.co.uk)

To apply please submit a CV, along with a covering letter explaining why your experience and skills would be relevant for the role to [finance@abcwalls.co.uk](mailto:finance@abcwalls.co.uk) by 8<sup>th</sup> February 2022.

If you would like to have an informal conversation about any questions prior to applying, please contact Scott Haslam, Head of Membership at [scott@abcwalls.co.uk](mailto:scott@abcwalls.co.uk).

The ABC is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their race, sex, disability, religion/ belief, sexual orientation or age.