

MARYLEBONE CRICKET CLUB
JOB PROFILE

Job Title: Membership Assistant	Department: Membership Office
Reporting to: Manager, Membership Office	
Dimensions of Role: Budget controlled: £ N/A Staff reports: None. Although might be called upon to assist supervision of temporary staff Assets (type & value): normal use and maintenance of office equipment Hours/days: Monday to Friday with some rostered weekend days (esp during season)	
Key Purpose of Role: To deal with all administrative aspects relating to the processing of membership subscription payments of all types (this includes cheque payments and the collation of Direct Debiting data).	
Main Tasks and Accountabilities: <ul style="list-style-type: none">• assisting with banking of subscription cheques and reconciliation of Members' accounts;• entering and updating of Members' details in database;• processing Direct Debit forms for subscription payments, liaising with Members and banks and dealing with the administration of change of bank details and cancellations;• processing and dispatching of membership passes and other related membership mailings;• providing cover for essential administrative/secretarial duties;• processing of new Full and Associate Member acceptance forms and payments;• preparing Cards of Introduction for Members making short visits to Overseas Clubs;• assisting the Ticket Office for daily selling of major match tickets and any other department, if required;• updating Members' photographs on the membership database;• opening and sorting of daily post.	

Variations of job relating to Major Matches:

Production of complimentary membership passes for Members from Overseas Cricket Clubs with whom M.C.C. has a reciprocal arrangement. Training will be given in the use of a webcam for photographing such Members.

Health and Safety:

- At all times to be responsible for the safety of yourself and others through adherence to Club (and legal) safety rules and procedures
- To be familiar with fire procedures and evacuation procedures and to operate as Fire Warden to the occupants of your department
- Wearing of any required protective clothing and equipment

Person Spec: Skills & qualifications, experience, attitudes/competencies:

- GCSE level numeracy
- Word and Excel at intermediate level with good spreadsheet skills
- High level of accuracy and attention to detail
- Organisational ability to prioritise and meet deadlines
- Good telephone manner
- Excellent face-to-face skills....
- Flexibility

Written By: Michael Capitelli

Date: 7th March 2011

Accepted by:

Date: