



JOB DESCRIPTION

ROLE DETAILS	
Job Title	Membership Administrator
Reporting to	General Manager, Membership
Contract	Full-time
Start date	ASAP
Location	London/Hybrid

JOB PURPOSE
<p>The role is responsible for providing proactive administrative support and customer service for the membership application process and member support. You will primarily:</p> <ul style="list-style-type: none"> • Be the first point of contact for membership and application enquiries via email and phone; • Process membership applications in accordance with our due diligence requirements and defined processes; and • Support the wider RJC Business Development team with their queries and their leads for new members.

ABOUT RJC
<p>The Responsible Jewellery Council (“RJC”) is the world’s leading sustainability standard setting organisation for the jewellery and watch industry.</p> <p>Founded in 2005, by 14 member organisations, the RJC has more than 1,800 member companies that span the jewellery supply chain from mine to retail. What unites us is our shared belief that responsible business, without causing harm to people or the planet, is good business and that this can only be achieved by working together, in partnership with others.</p> <p>Supply chains are often complex, multi-tiered and interconnected. We take an integrated approach to responsibility, recognising it as an ongoing journey of transformation. We also have an important role to play as the voice for the industry on its most critical Environmental, Social and Government (ESG) issues, helping to accelerate collective progress towards the Sustainable Development Goals. The RJC is a Full Member of the ISEAL Alliance—the global association for sustainability standards.</p> <p>Find out more at https://www.responsiblejewellery.com/</p>

ROLE AND RESPONSIBILITIES	
Customer/Member Services	<ul style="list-style-type: none"> • Deliver excellent member support in a timely manner. • Deal with incoming member/non-member queries for the RJC via phone and email. Liaise with other teams. • Process member account updates, such as changes to contact details, address, membership scope. Review supporting documents and conduct due diligence checks.

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First-line support for Membership Applications	<ul style="list-style-type: none"> • Promptly and accurately respond to initial enquires for RJC membership applications via, the shared applications mailbox, CRM system and cloud-based telephone system • Send invitations to prospective applicants to enable access to the RJC's application portal • Support applicants with their application related queries in a timely manner • Support the Business Development engagement leads with queries related to their leads and applicants • Prompt assistance with the onboarding of applicants and all related queries
Revision and analysis of Membership Applications	<ul style="list-style-type: none"> • Review finalised applications and supporting documents to ensure applications are fully completed and all required documentation has been submitted • Data entry where applicable for membership applications into the CRM system and across all relevant platforms (Xero, WordPress) • Conduct due diligence checks on all entities and individuals on the finalised application form • Track applications in progress and provide updates • Liaise with the Executive Office for application approval / rejection • Issue new member invoices to approved applicants • Onboard approved applicants by issuing welcome packs and creating a website profile in the RJC members directory
Member Engagement Administration	<ul style="list-style-type: none"> • Follow up with members whose certification audit deadlines are approaching, with no audit dates confirmed. • Process membership suspensions and resignations.
Support for the Membership Team	<ul style="list-style-type: none"> • Provide administrative support to the Membership Team as reasonably required including but not limited to assisting in the preparation and drafting of internal and external presentations, agendas, timelines, attending events and internal and external meetings.

EXPERIENCE AND QUALIFICATIONS

1.	Proven customer service experience preferably within a trade association, standards organisation, membership organisation or customer-oriented environment
2.	Strong working knowledge of Microsoft Office (Outlook, Excel, Word, PowerPoint)
3.	College courses in related field. University degree in a relevant field (desirable).
4.	Database systems experience mandatory (Microsoft Dynamics 365)

KEY SKILLS AND COMPETENCIES

1.	Excellent organisational skills with the ability to work both independently and within a team being able to prioritise competing tasks and demands
2.	Strong interpersonal and communication skills, both verbal and written.
3.	Outstanding attention to detail
4.	Ability to process a high number of applications, organise numerous documents and keep track of progress



5.	Ability to maintain a positive, courteous, and professional demeanour while conversing with applicants and members is essential.
6.	Flexible team player, with the ability to work under pressure and to tight deadlines

EQUAL OPPORTUNITIES

The RJC believes one of the fundamental ingredients of running a successful organisation is the provision of a working environment which is truly representative of all sections of society and for each employee to feel respected and to be able to bring their true and unique selves to work.

The RJC's policy is to provide equality, fairness and respect for all in our employment and provide equal opportunities in all aspects of employment. The RJC is committed to the fair and equal treatment of applicants. The RJC is an equal opportunities recruiter and does not discriminate on the basis of gender, gender identity and expression, marital or civil partnership status, race, colour, national or ethnic origin, disability, sexual orientation, social or economic background, age or any other protected characteristic.

EMPLOYMENT BENEFITS

This role will be entitled to 28 days annual leave per annum pro rata plus UK bank holidays (on pro rata basis). This role will automatically be enrolled into the RJC's company pension scheme.

HOW TO APPLY

UK applicants only please. Please email your application to sara-louise.macgillivray@responsiblejewellery.com

- resume (no more than 3 pages)
- cover letter (no more than 2 pages) which address how your education and experience align with the position. Please indicate your starting date availability