



Membership Administrator

AMEE, the international association for health professions education, is growing. Known globally for its membership community, portfolio of educational products and resources, and industry-leading annual conference, AMEE is in an exciting period of development. Building on its existing services and unrivalled reputation, it is entering a period of strategic expansion, cementing its place as the primary membership association for all those involved in the education of healthcare professionals.

At AMEE our vision and mission are clear. We exist to promote and inspire excellence, collaboration, and scholarship across the continuum of health professions education and to transform healthcare for all through excellence in education and scholarship. Ultimately, improving patient outcomes and experience.

Established 50 years ago, AMEE is now entering its next phase of evolution and we are looking for skilled, resourceful and committed professionals to be part of this development. You will join our small and talented staff team, helping us to implement our strategy across all parts of our organisation. We are looking for individuals for a number of roles at different career stages and in different disciplines to help us continue to Connect, Grow and Inspire.

Job title: Membership Administrator

Reports to: Head of Communications & Engagement

Salary: £25,000 - £28,000 depending on experience

Location: Remote – UK

Full time, permanent

Job overview:

The Membership Administrator will provide administrative support to ensure the smooth running of the membership function within the organisation. This role involves handling member inquiries, processing membership applications and renewals, maintaining accurate member records, and supporting member engagement activities across

individual and institutional categories. The postholder will work closely with the multiple teams to deliver excellent customer service and support the organisation's objectives to grow and retain its membership base.

Key Accountabilities:

Membership Processing

Member Support

Database and Record Management

Communication

Payments and Financial Administration

Membership Growth and Retention

General Administrative Support

Managing Relationships

Membership Processing

- Manage and process membership applications, renewals, and cancellations in a timely and efficient manner.
- Ensure all member data is accurately entered and maintained in the membership database.
- Issue membership welcome packs to new members

Member Support

- Act as the first point of contact for all membership-related inquiries via phone, email, and in-person.
- Provide information to prospective members about the benefits of joining and guide them through the application process.
- Resolve member issues and escalate more complex queries to the Head as needed.

Database and Record Management

- Maintain, monitor and update the membership database, ensuring all records are accurate and up to date.
- Run regular reports from the database to monitor membership levels, renewals, and lapsed members.
- Ensure compliance with data protection regulations and best practices when handling member information.
- Provide regular reporting on membership data

Communication

- Assist in the preparation and distribution of regular member communications, including newsletters, event invitations, and renewal reminders.
- Assist in creating content for membership-related marketing materials and member engagement campaigns.
- Own the membership welcome packs and, in conjunction with the Communications Team, ensure that they are kept up to date, relevant and engaging.
- Proactively propose new content, resources and materials to improve member experience at all points.

Payments and Financial Administration

- Process membership fees, ensuring all payments are accurately recorded and reconciled.
- Work with the finance team to address any issues related to membership payments, including handling failed payments and issuing refunds where necessary.

Membership Growth and Retention

- Assist in initiatives aimed at recruiting new members and retaining existing ones, such as promotional campaigns and member surveys.
- Monitor lapsed memberships and administer processes encouraging renewal.
- Support the development and implementation of strategies for membership recruitment, retention and repatriation

General Administrative Support

- Provide general administrative support to the Communications and Engagement team.
- Provide administrative support to the Fellowship Committee and any other groups and committees as required

Managing Relationships

- Attend, participate, and contribute to meetings and events
- Build and maintain strong working relationships with AMEE staff
- Anticipate and fulfil the needs of people who engage with AMEE in a successful manner where appropriate.

Key Skills and Competencies:

- Excellent organisational and administrative skills with strong attention to detail.
- Experience using Microsoft Dynamics

- Strong communication skills, both written and verbal, with a customer service focus.
- Ability to manage multiple tasks and prioritise workloads efficiently.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and experience working with membership databases or CRM systems.
- Ability to work both independently and as part of a team.
- High level of professionalism and the ability to handle sensitive member information discreetly.
- Previous experience in an administrative or customer service role, preferably within a membership organisation or similar environment.

Benefits of working for AMEE

- 5% Pension Contribution.
- One day paid volunteering day each calendar year.
- Access to an Employee Assistance Programme.
- Membership of Medicash - one of the leading UK's leading health cash plan providers. Benefits include: contribution to dental care, tests and scans, alternative & complimentary therapies, payment for flu jabs, access to a virtual GP and a range of discounts and helplines.

To apply please send a CV and covering letter, outlining why you are interested in the role and why you believe you are suitable for it, to recruitment@amee.org

For a confidential discussion about the role please contact Sarah Allen, Head of Engagement & Communications sallen@amee.org