



## Coldharbour Mill Volunteer Role Profile

### **Role: Membership Volunteer**

**Responsible to:** General Manager

### **Purpose:**

To be key contact for membership enquiries, holder of membership database and help promote marketing of Mill.

### **Responsibilities:**

Providing efficient, responsive front-line service to individual members of public dealing with membership enquiries and processing of applications, as well as pro-active marketing of membership packages.

### **Key Activities:**

1. Address all membership enquiries, signposting to appropriate grade of membership
2. Receive and process applications promptly and accurately
3. Maintain robust database having regard to data protection and gift aid regulations
4. Process reminders and renewals of membership
5. Assist with active marketing of membership, including events, delivery of membership benefits and drives
6. Contribute to membership targets

### **Commitment:**

Flexible according to workload and deadlines.

### **Personal Attributes:**

Able to deal with face to face and telephone enquiries promptly and politely.  
Able to handle complaints and concerns confidently and signpost as necessary.  
Commitment to the Mill vision and recognition of importance of Mill membership.

### **Skills and Experience:**

Ideally customer service background – excellent verbal communication skills  
Methodical approach with strong attention to detail  
Good IT skills with database input and support

### **Support and Training provided:**

Induction to ensure understanding of the Mill organisation and membership strategy. In depth training on office and data systems

*This is a voluntary role and this arrangement should not be seen as either legally binding or an employment contract*

JR July 2019