



JOB DESCRIPTION

ROLE DETAILS	
Job Title	Membership Administrator
Reporting to	Senior Membership Engagement Manager
Contract	Full-time
Start date	ASAP
Location	UK - Hybrid

JOB PURPOSE
The Membership Administrator is to support the Senior Engagement Manager on the primary functions of membership administration and service. The role would include answering member/non-member inquiries regarding RJC membership in a thorough and professional manner. Performs data entry, the processing of memberships applications and updates data received in the Member Engagement Department. Communicates membership queries to the Senior Member Engagement Manager. Participate in membership events to support members with quality support on implementation of the Code of Practices and Chain of Custody Standards.

ABOUT RJC
The Responsible Jewellery Council (RJC) is an international global standards and certification organisation. It has more than 1,600 member companies that span the jewellery supply chain from mine to retail. RJC Members commit to and are independently audited against the RJC Code of Practices – an international standard on responsible business practices for diamonds, coloured gemstones, gold, silver and platinum group metals. The Code of Practices addresses human rights, labour rights, environmental impact, mining practices, product disclosure and many more important topics in the jewellery supply chain. RJC also works with multi-stakeholder initiatives on responsible sourcing and supply chain due diligence. The RJC's Chain-of-Custody Certification for precious metals supports these initiatives. Through the implementation of the COP and CoC members contribute towards the 17 Sustainable Development Goals of the United Nations 2030 agenda. The RJC is a Full Member of the ISEAL Alliance – the global association for sustainability standards.

ROLE AND RESPONSIBILITIES	
Customer/Member Services	<ul style="list-style-type: none">• Deal with incoming member/non-member queries for the RJC• Respond to all e-mails sent to the shared applications mailbox.• Assist with new member onboarding through calls and emails.
Membership Engagement Administration	<ul style="list-style-type: none">• Process application request via the CRM system and monitor applicants access following up when necessary.• Process Membership applications, issue invoices, welcome packs and send invites to the member portal following payment of new member invoices.

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	<ul style="list-style-type: none"> Follows up with applicants for further information and supporting documents required by the RJC before due diligence can be conducted. Performs data entry where applicable for membership applications into the CRM and across all relevant platforms (Xero, WordPress) Provide data on new applications when requested by the Senior Manager for reporting or other purposes. Liaise with the Regional Engagement Leads regarding new leads, applicants and new members. Assist other departments with data requests and queries regarding members.
Special Projects and Additional Responsibilities	<ul style="list-style-type: none"> Perform assignments that may be requested by the Senior Membership Engagement Manager or Executive Team

EXPERIENCE AND QUALIFICATIONS

1.	5 years + customer service experience preferably within the finance department of a trade association, membership organisation or customer-oriented environment
2.	Strong working knowledge of Microsoft Office (Word, Excel, PowerPoint)
3.	College courses in related field a plus
4.	Database systems experience preferred (Dynamic 365)

KEY SKILLS AND COMPETENCIES

1.	Excellent organisational skills
2.	Must have effective communication skills, both verbal and written
3.	Ability to generate graphs, charts and other reporting tools.
4.	Outstanding attention to detail
5.	Ability to maintain a positive, courteous, and professional demeanour while conversing with members and new applicants is essential
6.	Must possess the ability to comprehend and retain detailed information regarding RJC Code of Practices certification journey to assist applicants.
7.	Flexible team player, with the ability to work under pressure and to tight deadlines
8.	Ability to work independently and prioritise competing tasks and demands
9.	Ability to process a high number of applications, organise numerous documents and keep track of progress.
10.	Must be able to work effectively during high volume periods

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.



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.

HOW TO APPLY

Please email your application to sara-louise.macgillivray@responsiblejewellery.com including your:

- 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