Microbiology Society – Job Description for:

Job Title           Member Insight Officer (0.6 FTE)
Reports to          Membership Manager
Location:           14-16 Meredith St, London, EC1R OAB

1.1 About us

The Microbiology Society is a membership charity for scientists interested in microbes, their effects and their practical uses. It is one of the largest microbiology societies in Europe with a worldwide membership based in universities, industry, hospitals, research institutes and schools.

Our members have a unique depth and breadth of knowledge about the discipline. The Society’s role is to help unlock and harness the potential of that knowledge.

Read more about our mission and values at microbiologysociety.org

1.2 About you

The Member Insight Officer is responsible for supporting the development of the Society’s membership activities and resources, in support of the microbiology community, working closely with colleagues, external stakeholders and our members.

The postholder will contribute to and support the Head of Membership and Professional Development in the delivery of all of Council’s strategic objectives and particularly in relation to sustainability by increasing the emphasis on placing members at the heart of Society activities and growing future leaders.

1.3 Duties

Reporting to the Membership Manager, the Member Insight Officer will have responsibility for supporting the development of the Society’s membership activities to recruit, retain and engage members, working across the organisation to strengthen the Society’s membership services and engagement opportunities.

Key responsibilities will include (but will not necessarily be limited to):

- Act as a source of research expertise for the Society, leading on research internally and playing a role in communicating the Society’s work and impact to external audiences
- Make informed decisions about appropriate methodologies and carry out data collection and management, including implementing and commissioning research where necessary
- Undertake small-scale research projects as required, maintaining appropriate systems of holding and filing knowledge, information and data, as well as provide support and project management for all commissioned research projects
• Supporting the development of initiatives to recruit and retain members, including increasing the involvement of groups of microbiologists who are not currently well represented in our activities, by carrying out research to better understand the needs of our members and potential members

• Supporting the development of initiatives to drive greater engagement for our members with the Society, and for the Society with our members, including the collation and dissemination of opportunities for members to engage in at the Society, including keeping up to date with relevant external opportunities and their offers to our members to get involved

• Support the coordination, organisation and promotion of opportunities for members to share experiences and best practices, such as through local and regional networking events, to better understand the benefits of membership to our members

• Implementing appropriate evaluation methods for all membership activities and contributing to evaluation reports to determine how future activities could be improved

• Working closely with marketing and communications to develop effective PR, sponsorship, social media and other branding opportunities that drive awareness of the benefits of membership of the Society, contributing to Microbiology Today and the Society’s digital platforms to promote member opportunities and their impact

• Building strong and productive relationships with members, Champions, conferences and events delegates, partner organisations and other key stakeholders of the Society

• Monitoring expenditure within the membership budget in collaboration with the Membership Manager

• Other duties as determined by the Membership Manager from time to time

1.4 Knowledge and Skills

Essential

• Degree in a relevant discipline or equivalent

• Experience in research and familiarity with a range of methodologies and relevant statistics

• Strong analytical skills and attention to detail, and be comfortable in handling, analysing and reporting on data

• Ability to build effective relationships with key individuals and stakeholders at all levels, including volunteer scientists engaging in the Society’s activities

• Excellent communication skills both written and oral, with the ability to present information in a clear and concise manner to different audiences

• Strong organisational and time management skills and meticulous attention to detail, with the ability to work well under pressure

• Ability to work well individually and as part of a proactive and responsive team
• Excellent working knowledge of Microsoft Office Applications

Desirable
• Experience of Microsoft Dynamics and working with databases
• Some experience working in a membership organisation