

Job Description and Person Specification

Title: Professional Services and Member Development Administrator

Salary: £29,000 RSS Salary band D

Working Hours: Full-time 35 hours per week. This is a hybrid role with an average of two days per week working in the office.

Term: Permanent

Accountable to: Director of Professional Services

Reports to: Head of Professional Standards and Member Development

Location: Development House, 56-64 Leonard Street, London EC2A 4LT (temporary office) with permanent location in central London.

Background

Our vision is a world where data is at the heart of understanding and decision-making.

Founded in 1834, the Royal Statistical Society (RSS) is one of the world's leading organisations advocating for the importance of statistics and data. We're a professional body for all statisticians and data scientists – wherever they may live.

We have more than 10,000 individual members in the UK and across the world. As a charity, we advocate for the key role of statistics and data in society, and work to ensure that policy formulation and decision making are informed by evidence for the public good.

The membership of the Royal Statistical Society (RSS) constitutes a preeminent source of statistical expertise. Members work with RSS staff to support our work across areas such as policy development, education, training, statistical communication, and statistical literacy.

Job purpose

The Professional Services and Member Development Administrator plays a vital role in supporting the Royal Statistical Society's mission to uphold professional standards and foster a vibrant, engaged membership community.

This role provides high-quality administrative support across professional certification, accreditation, member recruitment and development activities. It ensures the smooth accurate record-keeping, and effective communication with members and volunteers. Contributes to the design, development and delivery of key process within the team to achieve continuous improvement in our day-to-day operations.

By facilitating professional certification and enhancing member experience, the postholder contributes directly to the Society's goals of promoting statistical excellence and building a strong, inclusive professional network.

Key Responsibilities

The Professional Services and Member Development Administrator is responsible for:

1. Professional Standards

- Work with the Accreditation and Professional Certification Manager to provide administrative support for all activities relating to the professional certification and university and course accreditation.
- Undertake administrative reviews of applications for professional membership and accreditation and draft follow up responses.
- Administer the annual Chartered Statistician revalidation process.

2. Member Recruitment and Development

- Support all member recruitment and development activities.
- Maintain accurate records on the CRM database.
- Administration and email communication relating specific membership types; this may include onboarding, eligibility, e-student members.
- Process specific types of applications and upgrades to membership on CRM.
- Raise invoices for fees and issue receipts on CRM.

3. Member Engagement

- Support the general administration of the Society's Sections, Local Groups and SIGs.
- Collate Section/Local Groups' annual activities.
- Organise the bi-annual Officers' meetings, induction webinars, regular catch-up sessions, workshops and events (for example; New Fellows events and Members' Week activities).
- Maintain accurate and up-to-date records across the CRM, mailing lists, and webpages, and overseeing access to officer-only website functionality.
- Attend committee meetings, where necessary.
- Provide information and resources to encourage Section/Local Group/SIGs to recruit new members at events.
- Provide administrative support in the recruitment of new committee members and Officers for Section/SIG's/Local Groups.

4. General Duties

- Administrative support for Professional Services projects.
- Answer the telephone.
- Respond to, or arrange responses from colleagues to, incoming queries in corporate inboxes.
- Prepare mailing lists for emails, surveys or newsletters from the CRM.
- Deliver and report on selected member surveys using Microsoft Forms.
- Maintain and distribute RSS promotional materials to external events.
- Organise and support in-person and online Teams meetings, webinars or events.
- Attend other meetings or events related to the role, and the Professional Services Team.
- Provide cover for leave (if required and where relevant to experience).
- Other administrative duties as required

Key relationships

This role sits in the Professional Services Team. The teams' purpose is to:

- uphold and advance professional standards
- drive member recruitment, retention and development
- foster member engagement, recognition and a sense of community.

The team is responsible for Member Recruitment, Member Development, Member Engagement and Recognition and Professional Standards: Professional Memberships and Accreditation Standards. The teams' work is key to member recruitment, engagement and retention. This post provides administration across these areas of work.

Key internal relationships are with Director of Professional Services, Head of Professional Standards and Member Development, Member Engagement Manager, Volunteering and Member Recognition Co-ordinator, Accreditation and Professional Certification Manager, Membership Manager and Senior Membership Administrator within the Finance & Operations Team.

Key external relationships are with RSS members, volunteer members of the Professional Affairs Committee and assessors, volunteer officers of Sections and Local Groups and SIGs, and trustees.

Person Specification	E	D
Knowledge / Qualifications / Experience		
Minimum of 1 year experience in an administrative or support role	✓	
Strong organisational skills with the ability to prioritise workloads and work under pressure to agreed timelines and service levels	✓	
Proven experience in arranging online meetings and events, (e.g. booking, invitations, distributing papers, compiling meeting notes)	✓	
Experience of using a CRM database for accurate data entry and management, (preferably Microsoft Dynamics and Power BI)	✓	
Track record of delivering excellent customer service	✓	
Experience of working in a team and building positive working relationships across teams to share knowledge and contribute to team objectives	✓	
Proven experience in arranging in-person meetings and events		✓
Experience of engaging, supporting and working with volunteers		✓
Experience of working for a professional body, membership organisation, association or charity		✓
Skills / Abilities		
Confident and concise communicator, able to adapt style to different audiences both in writing and verbally (including telephone)	✓	
Strong planning and prioritisation skills		✓
Competent user of Microsoft Office 365 products including Outlook, Teams, Co-pilot and Forms	✓	
Personal Qualities		
Committed to on-going personal and professional development	✓	
Self-motivated, adaptable and receptive to new technologies and ways of working	✓	
Interest in professional standards and accreditation		✓
Interest in statistics and data science and the ability to collaborate effectively with subject matter experts		✓

Working for the RSS

Pension and benefits

Our defined contribution pension scheme can be joined after three months in post. Your contributions of up to 5% of salary will be double matched by the Society (making a maximum contribution by the Society of 10%). A training budget, season ticket loan, cycle to work scheme and employee assistance programme are also available.

Location

The RSS office is in central London. Moving to a permanent location on Southwark Bridge Road in mid 2027. We offer flexible working arrangements. This is a hybrid role with an average of two days a week working in the office. In person attendance for certain meetings is required, including all-staff / team meetings and governance / committee meetings.

There may be some travel outside London requiring occasional overnight stays may be required, for which time off in lieu will be given where appropriate.

Holidays

25 days per annum, plus bank holidays and an additional shut down between Christmas and New Year.

Probation

This post is subject to a five-month probation period.