



**JOB TITLE:** Head of Membership Communication

**CONTRACT:** Full-time

**SALARY:** £45,000 — £50,000 depending on experience

## **DEPARTMENT: Operations**

**REPORTS TO:** Chief Operating Officer

**LOCATION:** Home working, with the ability to travel

## **THE ROLE**

This is a central operational role within the FSU, responsible for overseeing membership communications, administration, onboarding, renewals and retention.

You will ensure that members and prospective members receive a consistently high standard of service while helping improve processes, identify trends and support membership growth initiatives.

The role combines hands-on delivery with coordination across teams and line management responsibility. It would suit someone who is calm under pressure, highly organised, and confident in handling both routine administration and more complex member issues.

## **KEY RESPONSIBILITIES**

- Oversee and respond to membership enquiries from prospective, new and existing members
- Manage a high volume of email correspondence, including membership queries, renewals and payment issues
- Managing welcome pack fulfilment, including liaising with the fulfilment provider and ordering lapel pins

- Handle sensitive or dissatisfied member communications professionally and tactfully
- Coordinate onboarding communications and welcome processes
- Support membership renewals and retention activity
- Assist with membership growth campaigns and supporter conversion initiatives
- Manage Gold membership application vetting and approvals
- Work with external suppliers on membership fulfilment materials
- Maintain accurate membership records using Excel and SharePoint
- Investigate and resolve membership-related system or data issues
- Work closely with the newsletter team and manage Mailchimp communications (training provided)
- Identify trends and help improve internal workflows and member processes
- Line manage the Membership Services Assistant
- Provide reports and updates to senior management when required

## ABOUT YOU

You will be an excellent communicator with strong judgement, attention to detail and the ability to manage a high volume of work without losing sight of member experience.

You should also have:

- Strong written communication skills
- Excellent organisational and follow-up skills
- Confidence in handling sensitive or challenging conversations
- Experience coordinating across teams and solving operational issues
- Good working knowledge of Microsoft Office 365, including Outlook, Excel and SharePoint
- A practical and solutions-focused mindset
- The ability to identify recurring issues and improve processes

Experience with Mailchimp or membership organisations is helpful, but not essential. Training will be provided where needed

# WHAT WE OFFER

- Eight per cent pension contribution, 20 days paid annual leave (excluding bank holidays), BUPA private healthcare.
- A direct and positive impact on real people at critical moments in their lives.
- The autonomy and flexibility of working from home.
- Travel to events and meetings within the UK.

# HOW TO APPLY

To be considered for this role, please send a CV and introductory letter to [jobs@freespeechunion.org](mailto:jobs@freespeechunion.org) detailing why you are interested in the role and how your skills align with what we need.

Please ensure your CV and Cover letter are attached as documents and not embedded into the email.