



Scottish Crofting Federation

Membership Support Job Description

To provide support to SCF members, staff and volunteers. Line manager: Finance Administrator

Main Duties:

Administration:

- Administer the SCF's membership system, including membership renewals, new memberships, subscription direct debits and payment receipts and maintain an up to date membership database.
- Maintain the BACS direct debit records.
- Maintain and develop filing system, mailing lists (email and postal) and appointments diary.
- Assist in organisation of meetings both in-person and online, including minute taking.
- Arrange travel and accommodation for volunteers and staff as required.
- Assist in organisation of Annual Gathering, events and shows.
- Maintain systems back-up, both local and cloud, update virus protection and maintain files.
- Order and maintain office consumables.
- Participate in the Membership working-group and produce associated reports.
- Assist with new membership development initiatives.
- Liaise with staff and external contractor re updating of SCF website.
- Maintain organisation's email accounts
- Organise distribution of The Crofter – SCF's membership journal
- Maintain Office Procedures files
- Maintain a record of Gift Aid donors and submit the claim as required.
- Assist with preparation of publicity material.
- Prepare a monthly e-newsletter for members
- Develop and maintain the vacant crofts register for distribution to members.
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Communications

- Act as first point of contact for enquiries and communications to SCF headquarters, taking telephone calls, emails etc. Filter and allocate enquiries, dealing with more straightforward ones, and forwarding others to relevant colleagues or agencies.
- Disseminate in-coming information, communications and news releases as required to board, staff and local contacts.
- Disseminate out-going communications, emails, surveys, news releases.
- Participate in the Communications working-group.
- Prepare publicity material for dissemination and for events.
- Contribute to SCF social media presence.

General

- Ensure compliance with Health and Safety and Fire Regulations.
- Maintain a serviceable first aid kit.
- Participate in staff development and planning including staff meetings, staff training and job appraisal meetings, as required.
- Assist members with their crofting enquiries

This is not a definitive list of duties as there may be other tasks required from time to time, allocated by the Finance Administrator or Chief Executive.