

JOB DESCRIPTION

Position Title	Member Services Trainee
Location	Offices of the Devon Association of Local Councils, Cheriton Bishop
Reporting to	The County Officer
Salary	SCP 13 – 14.
Hours	24 hours per week.
Duration	Permanent

JOB PURPOSE

The Member Services Trainee role is an entry-level position designed to provide comprehensive training and development for individuals aspiring to become integral members of our Member Services Team.

This role entails acquiring, refining and demonstrating a diverse skill set aimed at delivering exceptional support and services to our member councils. As you progress through the milestones, you will play a pivotal role in enhancing the capacity and effectiveness of our organisation.

DUTIES AND RESPONSIBILITIES

The main duties of this role are listed below, but it is in the nature of the job that each activity will have its own responsibilities and demands, requiring discretion and respect for confidentiality.

1. To successfully complete our comprehensive training programme focussed on building a strong foundation in local council knowledge, member services, and relevant administrative skills.
2. To learn the fundamentals of providing high-quality member support services, assisting members through communications and enquiries, to provide information and support their interactions with the Association.
3. Develop effective communication skills and positive approaches when interacting with members, colleagues and stakeholders via various communication channels, including phone, email and in-person interactions; being respectful and professional to others views and approaches.
4. To perform a wide range of administrative duties, supporting project and service delivery, such as but not limited to, data and document management, communications, coordination, scheduling, purchasing and more.
5. To assist in maintaining accurate member records, databases, and documentation, including data entry, storage, and basic retrieval, in line with confidentiality and data security guidance.
6. To provide logistical support for DALC events, such as our AGM and Conference, including managing bookings, preparing event materials, communications to delegates, and on-site/remote support.
7. To assist team members with training services by gaining exposure to training courses, gathering feedback and contributing to enhancements.
8. To assist in the preparation, distribution, and maintenance of information for members, in accordance with communication plans and/or instructions. Platforms will include website, digital newsletters, printed material, and social media.

9. To engage with members to understand their needs, gather feedback, and assist in promoting the benefits of DALC and its services.
10. To integrate fully with the Member Services Team to gain understanding of DALC's strategies, values, and operations, and contribute to a co-operative and positive work environment.
11. To maintain a broad working knowledge of office activities and procedures to provide cover for other team members as required.
12. To undertake any other reasonable duties commensurate with the post as may be reasonably directed by the County Officer.

PROGRESSION

This Trainee role is designed to offer a structured pathway to an advanced position upon successful completion of training milestones and demonstration of competency.

JOB DESCRIPTION

Position Title	Member Services Assistant
Location	Offices of the Devon Association of Local Councils, Cheriton Bishop
Reporting to	The County Officer
Salary	SCP 15 – 17.
Hours	24 hours per week.
Duration	Permanent

JOB PURPOSE

The Member Services Assistant provides essential support to our members and Member Services Team. You will play a vital role in delivering excellent customer service, addressing member enquiries, providing smooth administrative operations, and ensuring the efficient functioning of our team.

DUTIES AND RESPONSIBILITIES

The main duties of this role are listed below, but it is in the nature of the job that each activity will have its own responsibilities and demands, requiring discretion and respect for confidentiality.

1. To successfully complete regular and comprehensive training programmes to enhance local council knowledge, member services, and relevant administrative skills.
2. To provide high quality member services and administrative support, assisting members through communications and enquiries, and working with colleagues to meet member and organisational needs effectively.
3. To provide courteous and timely assistance to members via various communication channels, including phone, email, and in-person interactions, answering enquiries effectively; working with team members and external providers as required.
4. Under the guidance of the Member Services Team, work to resolve minor member conflicts and disagreements, escalating more complex matters where required.
5. To actively engage with member councils and stakeholders to keep abreast of common sector challenges and opportunities, and to ensure member and organisational needs are met. This may involve undertaking surveys, collecting case study material, supporting meetings and network events.
6. To write, edit and distribute high quality and timely information to members, which is accurate, professional and meets member needs, produced in collaboration with colleagues and in accordance with communication plans and/or instructions. Platforms will include website, digital newsletters, printed material, and social media.
7. Assist in maintaining accurate member records, databases, and documentation, including data entry and file management, ensuring data accuracy, confidentiality and security.
8. To perform a wide range of administrative duties, supporting project and service delivery, such as but not limited to, data entry, document management, communications, coordination, scheduling, purchasing and more.

9. To provide logistical support for DALC events, such as the AGM and Conference, and occasionally attend external events on DALC's behalf.
10. To provide proficient support in conducting training needs assessments, and collaborate with colleagues to support the design, delivery and evaluation of training services.
11. To communicate effectively with members, colleagues and stakeholders, demonstrating civility and respect to others', and ensuring a positive experience.
12. To contribute positively to team dynamics and the overall success of the organisation, demonstrating flexibility, and alignment to DALC's values and culture.
13. To maintain a broad working knowledge of office activities and procedures to provide cover for other team members as required.
14. To undertake any other reasonable duties commensurate with the post as may be reasonably directed by the County Officer.

PROGRESSION

This Member Services Assistant role can progress to an advanced position of Member Services Officer upon successful completion of training milestones and demonstration of competency.

JOB DESCRIPTION

Position Title	Member Services Officer
Location	Offices of the Devon Association of Local Councils, Cheriton Bishop
Reporting to	The County Officer
Salary	SCP 18 - 23
Hours	24 hours per week.
Duration	Permanent

JOB PURPOSE

The Member Services Officer has a key role in our organisation, responsible for providing high quality services to our member councils. This role involves engaging a range of stakeholders to resolve wide-ranging and often complex enquiries and implementing strategies to enhance the overall member experience.

DUTIES AND RESPONSIBILITIES

The main duties of this role are listed below, but it is in the nature of the job that each activity will have its own responsibilities and demands, requiring discretion and respect for confidentiality.

- 1 To maintain a high standard of local council knowledge, member services and relevant organisational skills, undertaking regular training and development.
- 2 To provide excellent member services and support through various communication channels, including phone, email and in-person interactions, ensuring high member and organisation satisfaction.
- 3 To effectively address member enquiries, providing accurate information and solutions, working with the team and external providers for complex issues where appropriate, and escalating where necessary.
- 4 To demonstrate advanced communication skills capable of handling sensitive and often complex issues, treating all persons respectfully and in timely manner, and proactively addressing incivility.
- 5 To be actively engaged with member councils and stakeholders, to keep abreast of common sector challenges and solutions, and to identify emerging issues within our membership. This may include, but is not limited to, conducting surveys, facilitating networking events, and attending meetings/conferences.
- 6 Working with the County Officer and wider team, write, plan and deliver a communications plan which meets organisational objectives; monitor performance and develop improvements where required.
- 7 To lead on writing, editing and distribution of high quality and timely information to members, which is accurate, professional and meets member needs, produced in collaboration with colleagues. Platforms will include website, digital newsletters, printed material, and social media.
- 8 To assist in maintaining databases and documentation and records including data entry, document management and maintaining record-keeping systems; ensure data integrity and undertake

analysis and prepare reports as required; ensuring compliance with data protection and security principles.

- 9 To maintain advanced working knowledge of all organisational systems and be capable of troubleshooting and providing training to junior team members.
- 10 To undertake small project co-ordination, including maintaining records and performance monitoring, leading/supervising junior team members as required. This may include, but is not limited to, sector research, development of resources, and working with partners.
- 11 To assess training needs, design relevant training programmes, create comprehensive training materials; deliver training sessions ensuring high engagement and knowledge retention; and evaluate training results and implement improvements.
- 12 To attend and represent DALC at external events, meetings, and partnerships, at the direction of the County Officer.
- 13 To collaborate with colleagues to ensure seamless member support, share insights, identify opportunities for process improvement, and resolve member issues; whilst modelling DALC's values and culture.
- 14 To maintain a broad working knowledge of office activities and procedures to provide cover for other team members as required.
15. To undertake any other reasonable duties commensurate with the post as may be reasonably directed by the County Officer.