



Visit Exmoor

Membership Services & CiC Project Office

Visit Exmoor an incorporated Community Interest Company (CiC). Visit Exmoor is the tourism organisation for Exmoor, with a clear mission to promote Exmoor as a visitor destination to the benefit of our members and our geographical area. In addition we provide business support services to members and also deliver service based contracts for our local authorities and partners.

Visit Exmoor celebrate diversity. We treat everyone equally and our consideration of any employee or contractor applications are based solely on a person's merit and qualifications directly related to professional competence. Visit Exmoor does not discriminate against any employee, contractor or applicant because of race, nationality, colour, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, marital status, pregnancy or related condition (including breastfeeding) or political beliefs. We place an obligation upon all employees and contractors to respect and act in accordance with the policy.

This is a fantastic opportunity to join a professional, friendly and growing team.

Membership Services - Self-Employed Contractor

- Up to 16 hours (to be agreed) a week with potential to increase.
- Rate is up to £12.00 per hour (dependant on experience), equating to £21,840 approx per annum (full time equivalent calculation).
- This contract would be delivered with a combination of home working, office working in Dulverton (Visit Exmoor have desk space in Exmoor National Park Office) and meeting attendance across the Exmoor area when required.
- Expenses will be paid subject to pre-approval.
- It is expected that the contractor will have their own phone and laptop or computer.

The Membership Services contractor will be responsible for:

- Providing a single point of contact and liaison for all Visit Exmoor members.
 - This includes the Visit Exmoor Membership Email account being monitored and actioned on a daily basis (Monday – Friday).
- Engaging in reactive and proactive contact with existing members, including regular phone and in person interactions.
- Providing an end to end seamless process for new members, including producing and sending membership proposals, running the member welcome process.
- Responsible for all membership renewals and upgrades.
 - Proactively ensuring upcoming renewals are actioned in month prior to renewals becoming due.
 - Working with members who are considering benefits of renewing.
 - Direct and regular engagement with members with outstanding fees.
- Recruiting new members. Progressing opportunities with identified leads (from rest of Visit Exmoor team) and also proactively identifying their own new membership opportunities.
- Embedding our new Membership management system. Documenting all contact points and conversations with members.
- Responsible for running Visit Exmoor's membership payment processes through Quickbooks and communicating with Accounts and Bookkeeping.
- Preparing and delivering monthly reporting status on membership.
- Attending team meetings and engaging with different members of the Visit Exmoor team as required to deliver a seamless service to our members.
- Working to Visit Exmoor's stated strategy and vision and adhering to Visit Exmoor's process, policies and guidance.
- In addition this contract will include providing admin and project office support to the Visit Exmoor Board, taking direction from the Visit Exmoor Chair for approx. 5 hours per month (within stated contract hours).

The individual:

This requires a motivated, self-starter, with a flexible, can do approach, who is able to engage well as part of a small team. It is critical that the contractor can take direction and input, prioritise tasks, to then take ownership to run with initiatives.

Visit Exmoor are adaptable to how the successful contractor delivers the average hours over a month period.

- Within that attendance at any team meeting would be considered mandatory along with being available to engage with members and the other Visit Exmoor team members as required.
 - In addition we would expect that the successful candidate would be monitoring the membership email and responding to urgent requests and queries on a daily basis (Monday to Friday).
- A knowledge of Exmoor and passion for the area is essential.
- Experience of using Quickbooks and Microsoft Office are essential.
 - In addition using experience of using dropbox (as our secure cloud based storage) would be helpful but not essential.
- The role requires the ability to report clearly on status, progress and challenges (on a weekly basis).
 - We are looking for a contractor who knows when to ask for support in resolving issues and who can priorities workload against Visit Exmoor's delivery objectives.
- The role requires an individual who can provide structured and meaningful reporting on membership status and growth.
- This is a customer focused role. The successful contractor must be confident in speaking directly to members face-to-face, by telephone and not reliant just on email communications.
- Customer service and engagement experience is important and to find the right person for the role we would be open to consider applicants with similar experience from other industries.

Application Process:

We will be accepting applications until Monday 3rd October at 9am.

If you are interested in applying, please send CV AND covering letter outlining why you believe you are a strong candidate for this contract to: director@visit-exmoor.co.uk