

Role Description

POST DETAILS

Organisation	Canterbury Society	Location	Canterbury
Role Title	Membership Secretary		
Reports to	Honorary Secretary / Chair (as appropriate)		

ROLE PURPOSE

To maintain accurate records of members, support communication and engagement, and ensure secure handling of personal data in accordance with GDPR. This role is key to building and sustaining the Society's membership base.

PRINCIPAL ACCOUNTABILITIES

- Maintain and regularly update the membership database
- Monitor and acknowledge new membership applications and renewals
- Track subscriptions and liaise with Treasurer on payments and Gift Aid
- Respond to queries from members about their subscriptions or account
- Prepare membership reports for the Committee, including trends and numbers
- Support periodic membership drives or retention efforts, including an Annual Members Satisfaction Survey
- Ensure compliance with the Society's Privacy Policy and GDPR obligations

REQUIRED ATTRIBUTES

Knowledge	<ul style="list-style-type: none"> ● Data protection and GDPR principles ● Familiarity with Wordpress and Mailchimp (desirable) or basic CRM tools (essential) ● Good working knowledge of spreadsheet applications (Google Sheets desirable)
Skills	<ul style="list-style-type: none"> ● Attention to detail and data accuracy ● Friendly and efficient member communications ● Digital file and record organisation
Experience	<ul style="list-style-type: none"> ● Admin or membership management in a club, society, or organisation

Qualifications	<ul style="list-style-type: none"> • None required; training in data handling/privacy is beneficial
Any other relevant statistics/information	<p>Time commitment ~3–6 hours/month; more during renewal cycles</p> <p>This role does not carry trustee responsibilities unless the postholder is also elected to the Executive Committee.</p>

NATURE OF CONTACTS	
Internal	Treasurer, Secretary, Members
External	Prospective members, public via enquiries

This role description will be reviewed annually by the Executive Committee.
The postholder may propose amendments at any time, but changes require formal approval by the Executive Committee.

Date of Last Review: **March 2026**