



JOB DESCRIPTION

Job Title : **Membership Assistant**
(including cover for Receptionist based in The Whitworth)

Grade : **Clerical Officer Grade IV**

Reporting to : **Membership Services Officer**

Accountable to : **Deputy General Secretary**

Date : **January 2026**

This full-time position, based in the membership department, involves the provision of all aspects of services related to the membership department under the direction of the Membership Services Officer and assistance in other areas as required and set out below.

Essential Skills required for this position are:

- Excellent working knowledge of the membership database.
- Accurate data entry, keyboard skills, and attention to detail.
- Proficiency in MS Office applications, i.e. Word, Excel, Outlook.
- Proficiency in the operation of Microsoft systems more generally, with a view to administration of the INMO CRM system.
- A polite, assertive, and professional approach with the ability to work under pressure.
- Ability to act on one's own initiative.
- Ability to be flexible and work as part of a team.
- Ability to maintain confidentiality at all times.
- Excellent communication and interpersonal skills, both internally and externally, with staff and members.
- Excellent organisational and time management skills, i.e. ability to prioritise workloads during busy periods.

- A knowledge of the interaction between membership and accounting systems in terms of the membership payments, and related accounting reconciliations.

Duties Include:

- Assist with registration of new members via postal and on-line applications and members who present at HQ.
- Dealing with membership correspondence by letter / telephone / email with members, hospitals, and HSE.
- Sending out new member packs and membership cards, including student nurse packs.
- Processing of Bank/Salary Forms.
- Dealing with queries from Senior Management, IR Staff, Reps, and Branch and Section Officers.
- Supplying information updates for website, i.e. Branch / Section Officer, Membership filing.
- Ability to complete Reminder runs & cancellation processing, when required.
- Being familiar with membership eligibility rules of the INMO & Indemnity Insurance queries.
- Attendance at recruitment and retention events as required.
- Administration of the INMO CRM system from a membership, and related accounting perspective.
- All other aspects of the membership department work.

Additional Duties:

Maintaining an up-to-date knowledge of all reception/switchboard duties as the post holder will be required to provide cover for the Receptionist, as requested by the Office Manager. Membership services work remains part of the role, and those duties will continue, when assigned to the reception.

The Membership Assistant will be required to provide cover during absence of the Membership Services Officer to ensure an effective service to membership and be proficient in all duties of the department.

The post holder will be required to assist with the interaction between membership and accounting systems in terms of the membership payments, and related accounting reconciliations.

Such other duties as may be determined by the management of the Organisation.