



## Membership Administrator

Full Time 35 hours per week  
Permanent contract  
Salary: £22,222.20 per annum  
**Closing Date: 30<sup>th</sup> April 2025**

The British Horse Society is the nation's largest equine charity with a passion for horses that is backed by knowledge and expertise. The BHS represents and provides a range of services for horse riders, horse owners, enthusiasts and professionals.

**Location:** Our office is based near Stoneleigh in Warwickshire, and we're typically working from there 1-2 days a week with flexibility to work remotely. Attendance at HQ for training will be required. You're also welcome to work in the office more frequently.

**Hours:** Full-time hours are 35 a week – with an early finish on a Friday! There is also the option for occasional weekend working and overnight stays.

We also offer 26 days' annual leave (+ public holidays) on starting, matched pension contributions up to 5%, enhanced pay when taking leave as your family grows, income protection insurance, a health-cash plan and a wide range of wellbeing and mental health support services.

### Position

This department is vital to the success of the Society by growing our membership, donation and gift aid income that allows us to carry out more work for every horse and rider.

### What you'll be doing:

Be the first point of contact for telephone and email enquiries, providing excellent responses and customer service in responding to membership queries.

Actively selling the British Horse Society through listening to customer requirements and presenting appropriate information on the Charity, its services and the benefits of membership to help others enjoy their life with horses.

A high degree of accuracy is required as you will be dealing with payments of Direct Debits, cash and credit cards; data inputting and general and insurance queries.

Using a CRM system to input and update information on membership records. Creating new contacts and adding membership packages as well as maintaining market and customer information.

**What you won't be doing:**

Dealing with the same queries day in day out!

**This is a great role for you if:**

You have an excellent customer service attitude

You are enthusiastic and self-motivated but with outstanding team-working skills

You have excellent IT skills and a confident using Microsoft and databases

You have a high degree of accuracy and attention to detail

You are a strong communicator both written and verbally

You have previous experience in customer service, equine, Charity, membership, insurance or sales

**Other information****How to apply**

Please provide a covering letter along with a CV, highlighting relevant skills and experience.

<https://cezanneondemand.interviewweb.it/bhs/jobs/membership-administrator-53132/en/>

Please note: we will be speaking to and interviewing candidates throughout the advertised period; to avoid disappointment, we advise you to submit your application as soon as possible as we reserve the right to close posts at any time.