



Membership & Finance Manager (12-month contract)

Job description

Responsible to: Financial Controller

Working hours: Full time, 35 Hours per week

Location: The Royal College of Pathologists, 6 Alie Street, London E1 8QT or any of the place(s) of business of the College as determined from time to time

The Membership & Finance Department

The Membership & Finance department is headed by the Chief Executive, assisted by a Financial Controller. Reporting to the Financial Controller are (a) a Membership & Finance Manager, assisted by a Membership & Finance Officer, (b) a Finance & Membership Officer (b) a Finance & Membership Administrator and (d) a Membership & Finance Assistant. The department is responsible for the complete administration of member services dealing with all matters relating to membership as well as all the College's financial bookkeeping and accounting duties.

Main purpose of the role

To manage the operational delivery of the College's membership administration and associated financial processes, ensuring accurate income collection, financial reconciliation, strong financial controls and excellent member service.

The postholder will play a key role during the implementation and embedding of the College's new Microsoft Dynamics CRM system (delivered by Smart Impact), ensuring membership and subscription processes are robust, reconciled and fit for purpose.

Key duties

1. Membership Operations

- To manage the day-to-day administration of College membership processes.
- To ensure accurate processing of applications, renewals, subscriptions, grade changes and resignations.
- To manage hardship applications with discretion and confidentiality.
- To manage member subscription fee communications to ensure clarity and consistency in line with College policy.



- To review membership procedures regularly to ensure they remain accurate, compliant and efficient.
- To provide reports and information on membership data to the Chief Executive, Registrar, Council and Trustee Board as required.
- To undertake a monthly review of GMC and HCPC conduct panel lists and escalate relevant findings.

2. Membership Income & Financial Control

- To manage subscription income management and reconciliation.
- To ensure all membership income (Direct Debit, card payments, online payments, bank transfers) are accurately recorded and reconciled to the finance system and CRM.
- To manage month-end reconciliation of:
 - Subscription income
 - Debtors
 - Deferred income where applicable
 - Financial adjustments and write-offs
- To authorise subscription adjustments in accordance with financial procedures.
- To manage aged debtors and lead proactive debtor management to maximise cash flow.
- To analyse subscription income variances and provide commentary for management accounts.
- To work with the Financial Controller to ensure strong financial governance and audit readiness.
- To maintain appropriate audit trails for financial adjustments and membership changes.
- To liaise with external auditors as required in relation to subscription income and debtor controls.
- To benchmark membership benefits and subscription models against similar organisations

3. Systems & CRM (Microsoft Dynamics – Smart Impact)

- To be the operational lead for membership and finance processes within the new CRM system implementation.
- To work with Workstream Leads and other internal stakeholders to:
 - Test membership and subscription workflows
 - Validate financial data integrity
 - Support data migration and reconciliation
 - Identify and resolve process gaps
- To manage the reconciliation between CRM and finance systems remains robust during and after implementation.
- To identify opportunities to automate and streamline income collection and debtor management.
- To develop reporting capability within Dynamics to improve financial oversight and membership insight.
- To manage the documentation of new processes and controls.



Additional Information

- To line manage the Membership & Finance Officer.
- To ensure effective cross-cover within the department.
- Deputise for the Financial Controller where appropriate in relation to membership income matters.





Membership & Finance Manager

Person specification

Requirements	E	D
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Knowledge / Qualifications / Experience		
At least 3 years experience in a managerial role	✓	
Experience of working in a membership based organisation	✓	
Experience managing income streams and financial reconciliations	✓	
Ability to use Microsoft Office including Excel, Word & Outlook	✓	
Experience of working with financial systems	✓	
Experience of working with CRM systems, ideally Microsoft Dynamics	✓	
Experience of working within a CRM / system implementation project	✓	
Skills / Abilities		
Strong numerical & analytical skills	✓	
Ability to reconcile and interpret financial data accurately	✓	
Ability to prioritise and meet strict month-end deadlines	✓	
Excellent written and verbal communication skills	✓	
Ability to draft clear correspondence	✓	
Strong organisational skills and attention to detail	✓	
Ability to manage competing priorities during systems change	✓	
Personal Qualities		
High level of integrity and discretion	✓	
Calm and methodical approach	✓	
Commitment to customer service	✓	
Commitment to equality diversity & inclusion	✓	
Ability to coach and motivate staff	✓	

