

## **RSPCA Assured JOB DESCRIPTION**

**POSITION:** Apprentice Membership Services (Producers) Account Administrator

**REPORTING TO:** Membership Services Manager

**LOCATION:** Hybrid (home based / HQ, Southwater)

**GRADE:** Apprentice Band A

### **BACKGROUND:**

Freedom Food is a wholly owned subsidiary of the RSPCA, set up to administer the Society's farm animal welfare labelling scheme, RSPCA Assured.

Freedom Food Ltd is a registered charitable trading company operating in the commercial field of food production from farmed animals. Its role is to promote and apply welfare standards drawn up by the RSPCA through marketing the RSPCA Assured labelling scheme. RSPCA Assured encourages farmers, hauliers, abattoirs, etc (the food supply chain) to participate, educate and promote awareness with end users and consumers of food products bearing the RSPCA Assured Certification Mark.

### **PURPOSE OF JOB:**

To act as the first point of contact for our members, delivering outstanding, world leading customer service. This role will manage an allocation of producers, process and packer members, as well as members for other business sectors as the organisation evolves, through their annual journey, ensuring that full compliance to RSPCA Assured Quality Procedures, UKAS Accreditation and ISO 17065, is maintained whilst delivering the very best member experience. This includes their application, assessment, compliance checks and compliance issue processing, complaint handling and liaising, renewal and payment processing. This role will liaise with multiple stakeholders, both internally including field based staff as well as externally, including certification bodies, local and national Government organisations.

### **PRINCIPAL ACCOUNTABILITIES:**

- Being the first point of contact for an allocation of RSPCA Assured members.
- To deliver world leading customer service to RSPCA Assured members.
- Managing and delivering the lifetime journey for RSPCA Assured members.
- Liaising with internal stakeholders across RSPCA Assured and RSPCA to inform, manage and facilitate compliance and outstanding customer service to our members.
- Processing tasks relating to suspension, cancelation or withdrawal of certificate or membership accordingly to quality procedures, as well as any additional membership processes.
- Ensuring all enquiries and tasks are actioned in an efficient, timely and appropriate manner.
- Attend and contribute to team and departmental meetings and conferences.
- Providing support to colleagues as and when required or directed due to increases in operational volumes.
- General administrative tasks to support the member experience across RSPCA Assured.
- To deliver against mutually agreed service level agreements internally and externally.
- Related project work to further the organisation's understanding on the members requirements, needs, demands and compliance.
- To track, monitor and produce performance reports on service delivery across the business.

Whilst at work, all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Cooperate with RSPCA policies and procedures for health and safety.

## **KNOWLEDGE AND EXPERIENCE**

See Person Specification

## **ORGANISATION**

See organisation structure chart

## Person Specification - Membership Services (Producers) Account Manager, RSPCA Assured

Criteria	Essential	Desirable
<b>Professional/ Technical Qualifications</b>		Educated to GCSE level or equivalent
<b>Experience &amp; Job Knowledge</b>	Competent user of database applications.	Previous experience of working with detailed/complex documentation procedures.  Competent knowledge of invoice production.
<b>Skills &amp; Personal Qualities</b>	<p>Excellent written and verbal communications skills.</p> <p>Be able to deliver outstanding customer experience.</p> <p>Ability to use own initiative and problem solve.</p> <p>Learns new methods, tools and technologies and applies them to work.</p> <p>Able to work to tight deadlines with a high degree of accuracy.</p> <p>Ability to remain calm in a busy environment.</p> <p>Friendly 'can do' attitude and a pleasant and confident telephone manner.</p>	<p>Can use established procedures to solve problems by making judgements and gets work done with quality under limited supervision.</p> <p>Ability to deliver within set service level agreements.</p> <p>Achieves results at pace with energy and drive, takes accountability and always delivers on what has been promised.</p> <p>Has a clear understanding of when to act independently and when to escalate.</p>
<b>Special Circumstances (if any)</b>	An appreciation of the objectives and work of RSPCA Assured.	