



# Membership Administrator

## Job Pack



# Job Description

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## **Post: Membership Administrator**

**Salary:** £27,254 pro rata per annum (20 hours per week)

**Location:** Office based at Psoriasis Association Head Office in Northampton. Hours can be flexible across 4/5 days.

### **About Us**

The Psoriasis Association is a small national charity dedicated to improving the lives of people affected by psoriasis. We pride ourselves on offering trusted information and friendly, reliable support to people affected by psoriasis. We also work to improve access to good care and fund research that aims to make a real difference. Our members are an important part of our community, and this role helps make sure they receive a positive, efficient experience through accurate records, prompt responses and smooth day-to-day administration.

### **About the Role**

As our Membership Administrator, you'll be at the heart of the charity's day-to-day operations, providing professional, warm and efficient support to our members, donors and wider community.

You will maintain accurate membership and supporter records, manage renewal and enquiries and ensure people receive timely information and support. You'll work closely with colleagues in communications, finance and research to help deliver our events, publications and engagement activities.

This is a varied and rewarding role, ideal for someone who enjoys helping others, has strong attention to detail, and thrives in a small, collaborative team.

**Reports to: Finance Officer / Chief Executive**

**Responsible for: General administration and office duties**

### **Key Responsibilities:**

#### **1. General Administration and Operational Support**

- Assist the Psoriasis Association team with day-to-day administration support.
- Provide administration support to both the Finance Officer and Chief Executive as required.
- Offer general administration support to all staff, including filing, correspondence, and document management.

The Psoriasis Association, Dick Coles House, 2 Queensbridge, Northampton, NN4 7BF

**Telephone:** 01604 251620 **Email:** [mail@psoriasis-association.org.uk](mailto:mail@psoriasis-association.org.uk) **Website:** [www.psoriasis-association.org.uk](http://www.psoriasis-association.org.uk)  
Charity Numbers 1180666 and SC039886

November 2025



- Utilise current office software (e.g. Microsoft packages) for document creation, scheduling, and data analysis to support the team.
- Ensure the office is a welcoming, efficient environment for staff and visitors.

## **2. Membership, Database and Data Management**

- Maintain the Psoriasis Association membership and supporter database.
- Input data and contacts as required, recording new members and processing renewals.
- Ensure data compliance by adhering to current data protection regulations (e.g. GDPR) when handling membership and patient contact details.

## **3. Telephone and Helpline Support**

- Answer the telephone and record messages as required.
- Manage the membership email inbox, and helpline inbox if required, triaging and directing queries to the appropriate staff member.
- Follow training, respond to helpline calls.
- Maintain and update the helpline resource database to ensure responses to helpline calls are accurate and current.

## **4. Publications and Communications**

- Collate articles from other members of staff for membership publications.
- Proof read member and patient information for accuracy.
- Maintain information supplies.
- Assist with the distribution of Psoriasis Association publications to enquirers, members and hospitals.
- Assist with the production and formatting of digital communications, such as emails, ensuring consistency with the charity's brand guidelines.

## **5. Events, Meetings and Awareness Support**

- Provide administrative and logistical support for Psoriasis Association events, including the Annual Meeting, regional information events and fundraising activities (e.g. preparing materials managing delegate lists and post-event follow-up).
- Support the charity's awareness campaigns, including Psoriasis Awareness Week, by assisting with the preparation and distribution of campaign materials and information packs.

While every effort has been made to outline all the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Also, the post holder may, from time to time, be asked to undertake other reasonable duties commensurate with the grade of this post.

# Person Specification – Membership Administrator

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It is not expected that applicants would necessarily have all of the experience and skills as detailed below but this checklist will be used to help assess suitability for the post.

## Essential

- Previous experience in an administrative or office-based role (ideally in a charity or not-for-profit environment).
- Strong organisational and time-management skills; ability to prioritise and work independently and as part of a small team.
- Excellent written and verbal communication skills; comfortable liaising with members, staff, Trustees, suppliers and external stakeholders.
- Good IT skills, including Microsoft Office (Word, Excel, Outlook) and comfortable learning new databases / admin systems.
- Meticulous attention to detail, reliability, and a friendly, professional manner.
- Ability to work flexibly with good time management skills.

## Desirable

- Experience supporting events or conferences.
- Familiarity with CRM or membership databases.
- Experience in or understanding of the health / charity sector.
- Awareness of General Data Protection Regulations (GDPR).



# Terms, Conditions and Benefits – Membership Administrator

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**Post:** **Membership Administrator**

**Hours:** Part-time, 20 hours per week (not including lunch breaks), Monday to Friday\*.  
\*Hours can be flexible across 4/5 days per week

**Salary:** £27,254 pro rata per annum

**Location:** Office-based at Psoriasis Association Head Office in Northampton. This role is fully office-based at our Northampton head office (Dick Coles House). Remote or hybrid working is not available due to the nature of the work. Applicants should be within a practical commuting distance of Northampton, as daily travel expenses or mileage for commuting are not reimbursed.

## **What We Offer**

**Annual Leave:** 34 working days (pro rata) per calendar year (including all bank holidays), rising to 39 days (pro rata) after five years' service.

Office closure days at Christmas, Easter Tuesday, Spring Bank Tuesday, and August Bank Tuesday (included in allowance).

Everyone receives an extra day off annually, which you can use on your birthday, or another special day of your choice.

**Pension:** 6% employer contribution (following probation) – minimum 5% employee contribution.

## **Additional benefits:**

A health insurance scheme (following probation)  
Reserved free parking available on site.  
Enhanced maternity and paternity leave (after 12 months)  
Flexible and family friendly working patterns  
TOIL (time off in lieu) to support work-life balance



**Responsible**

**to:** Finance Officer

**Probationary  
period:**

The post will be offered subject to satisfactory references and be subject to a three-month trial period.

Owing to the sensitive nature of some of the work due to be carried out, the Psoriasis Association will arrange for a Disclosure and Barring Service check (previously CRB check) to be carried out.

**How to apply:**

Please complete the application form. CV's alone will not be considered. Please ensure you are able to commute regularly to our Northampton office before applying, as this is not a hybrid or remote role and commuting costs are not covered.

**The closing date for submitting applications is Sunday 30<sup>th</sup> November 2025.**

Applicants must have the right to work in the UK at the time of application, as we are not able to provide visa sponsorship.

Please note, this role may close earlier if we receive a high number of suitable applications, so please apply early.

Please send completed application forms to Helen McAteer, Chief Executive at [jobs@psoriasis-association.org.uk](mailto:jobs@psoriasis-association.org.uk)

**Interviews:**

**Interviews are expected to take place on Tuesday 9<sup>th</sup> December 2025** in person at our head office – Dick Coles House, 2 Queensbridge, Northampton, NN4 7BF.

If you are invited to interview you will be asked to provide a scan / clear photo of your right to work in the UK.

If you are successful in your application, we will organise for you to visit the office so a copy of your right to work document can be taken.