

## MEMBERSHIP SECRETARY Whitley Bay u3a

### Purpose of the post:

To provide information to prospective members.

To be responsible for the paperwork and administration pertaining to u3a membership.

To maintain accurate membership records in the desired format.

### Main responsibilities:

Responding to enquiries from prospective members and providing them with full and detailed information on the ethos of the u3a organisation, costs, the membership application process and the available space in the current interest groups.

Reviewing with the committee the reasonable adjustments that might be needed to ensure accommodation of members with health or disability issues.

Acceptance and recording of membership fees and passing to the treasurer for banking as soon as possible. Liaising with the treasurer on other aspects of membership e.g. confirmation of BACS payments received, pro-rata subscriptions etc. Enter members details on u3a Beacon system. Production and distribution of membership cards.

Establish a system for gathering emergency contact details.

Maintaining close contact with the Group Coordinators in order to provide new members with accurate information about availability in interest groups and informing them of new members to be included in welcome meetings. Consider setting up a buddy system so that they feel welcomed and included from the start.

Liaise closely with person responsible for the website to ensure that joining information is accurate and up to date.

Review the membership application form periodically to ensure it is fit for purpose.

Overseeing the renewal process. Sending out reminders and final reminders when renewal is due using all possible means e.g. newsletter, email.

Ensuring all non payers are deleted once the grace period is over and reminding group leaders to check that their group members have all rejoined.

Follow up with members who do not rejoin and try to discover the reason.

Maintaining up to date membership information in line with GDPR requirements and overseeing deletion of redundant membership information.

Providing the committee with accurate figures for new members and the total number of current members.

Uploading of accurate data via the online portal to the distribution company for Third Age Matters.

On completion of role, carry out a comprehensive handover to the new Membership Secretary.