



The Irish Athletic Boxing Association (IABA) is the governing body of Ireland's most successful Olympic Sport, and is home to 400 clubs, county boards and provincial units.

We are seeking a dynamic and results-oriented Membership Services Manager to join our team to lead the implementation of our membership plan and roadmap, alongside the CEO. The ideal candidate will be passionate about membership, highly creative, and possess excellent management and planning skills.

This role will require a multi-tasker who has strong organizational and communication effective planning, CRM and project management experience, proficient computer literacy and a willingness to take on a range of administrative tasks to raise to gold standard IABA's services to members.

Job Title	National Membership Services Manager
Reporting To	CEO
Responsible for	Membership Services to individuals, clubs, county boards, Provincial Units and Provincial Councils
Salary	35,000 to 40,000 (dependent upon experience)
Location	The National Stadium, 145 South Circular Road, Dublin 8. Hybrid and remote working available, DOE
Type of Contract	2 years, with the possibility of extension. A 6-month probationary period shall apply.

Role Purpose	<p>The role will be responsible for managing, developing and enhancing the day to day running of Membership Services to ensure all those engaging with IABA have a first-class experience.</p> <p>The role is also responsible for the accuracy of the data on the IABA database (which includes the current and past member records) and to provide support to volunteers and IABA staff.</p> <p>Management of all aspects of the annual club, county board and provincial unit affiliation process.</p> <p>Please note the job will require some flexible working hours, including occasional evening and weekend work.</p>
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<p>Key Accountabilities</p>	<p>To update the company CRM system, ensuring streamlined processes and systems to guarantee a high-quality experience for our members & volunteers.</p> <p>To oversee the day-to-day support and management of regional volunteers across the country in-line with IABA policies, procedures, services & systems.</p> <p>Management of all aspects of the annual club, county board and provincial unit affiliation process.</p> <p>To ensure the membership services function operates effectively and that the functions' activities are aligned to departmental and company objectives.</p> <p>To ensure that all membership enquiries are satisfactorily managed, resolved and closed in agreed timescales.</p> <p>To manage proactive engagement with members to enhance membership</p> <p>To actively review and implement cost effective improvements in the membership services, processes, and systems.</p> <p>Ensure a high level of customer service and membership support is provided at all times.</p> <p>Ensure high quality records are maintained.</p> <p>To establish and develop good working relationships with IABA staff, members, regional councils and units, participants and supporters to ensure positive relations.</p> <p>Manage the membership services budget.</p> <p>To provide support and input into the senior management team as required, and specifically into the delivery of the organisation's strategic plan and Sport Ireland funding programme.</p> <p>To perform any other duties as reasonably required in order to meet the objectives of the organisation</p>
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<p>Person Specification</p>	<p>Essential:</p> <p>Minimum two years' experience in managing, developing, and enhancing membership, volunteer, or customer services.</p> <p>Understanding and awareness of individual and club membership within a sporting environment.</p> <p>A minimum of one year's project management experience, to drive the establishment of a new CRM</p> <p>Experience in setting goals, targets and measures, and subsequent implementation plans, particularly in relation to commercialisation & CRM development</p> <p>Comfortable operating in a fast-changing and challenging environment with excellent people / relationship management skills and the ability to influence and engage.</p> <p>Track record in the successful management of budgets, volunteers and staff including their ongoing development.</p> <p>Excellent written and verbal communication skills. Along with appropriate IT skills, specifically Microsoft Teams, Word, Excel and PowerPoint.</p> <p>Experience of writing high-level reports, policies and strategies, particularly in relation to the practical implementation of good governance within a national sporting or third sector organisation</p> <p>Experience using insight and research methods to help better understand customer or membership behaviour, and apply learnings to improve future work</p> <p>A demonstratable understanding of the need to co-produce / collaborate with stakeholders and impact of same.</p>
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<p>Person Specification</p>	<p>Desirable:</p> <p>Knowledge of amateur boxing, including technical rules and competitions.</p> <p>Be able to demonstrate creativity and the instigation and production of innovative and cost-effective development programmes.</p> <p>A degree in a relevant subject.</p> <p>Hold a full Driving Licence and access to a vehicle.</p> <p>The role may require travel throughout the country for</p>
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	meetings/events and work unsocial hours including evenings and weekends (as required).
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This job description is not intended to be exhaustive and the post holder will also be required to undertake any other reasonable duties as required by their Line Manager.

Hours of Work

40 hours per week, with flexible scheduling of hours.

The employee will not normally receive any additional payment for hours worked in excess of 40 hours per week, but may be permitted to take time off in lieu of such excess hours worked, if agreed with the line manager.

Annual Leave

The association’s leave year runs from January 1st to December 31st. The employee will be entitled to pro-rata 21 days leave per annum plus 10 statutory bank holidays. Excess hours can be taken during a holiday period, after agreement with your line manager.

The employee is required to retain a minimum of 3 days leave to cover the Association’s Christmas shutdown period.

Application Process

Interested persons are invited to submit the following by email to hr@iaba.ie:

- CV including 2 referees
- Cover letter outlining how they meet the essential skills and qualifications, and core competencies by providing examples of how they have previously fulfilled the duties and responsibilities of this type of role

Application closing date: 5.00pm, 26 April, 2024

Anticipated Interview Dates: 6-10 May, 2024

Commencement date: June, 2024

The Irish Athletic Boxing Association (IABA) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this

commitment. The post holder is required to undergo Safeguarding Training, to be agreed with the Head of Safeguarding.

The Irish Athletic Boxing Association is an equal opportunities employer