

## Member Services Officer: Overview

**Salary:** £27,000 per annum

**Hours:** Full-time, 35 hours per week

**Contract:** Permanent

**Location:** Work from home (Midlands-based, with regular in-person team meetings)

### Who are we?

We're a professional membership organisation and we're looking for someone who can join our team and help us make our members' lives easier.

Easier? How? Well, we like to make sure their interactions with us are smooth and painless. We like to help them get the most from their membership benefits. And we like to give them plenty of opportunities to shine.

### What will you do?

Well, it's mostly an administrative role with responsibility and lots of variety, so you'll be:

- The welcoming first point of contact for our members and enquirers, so you'll need to be keen, friendly and efficient.
- Arranging and attending online meetings to enable our members to connect, interact and learn from each other. For this, you'll need to be a top planner and a good listener.
- Managing new and renewing memberships supporting the people involved, so you'll need to be accurate and well organised.
- Coming into contact with lots of members who work voluntarily on our behalf. So, you'll need to be a great communicator and sympathetic to the fact that they're giving us their time.

Is that all? Well, no. We're a small but mighty team with big ambitions for the Institute, and we're bucking the trend with a growing membership who love to get involved in all sorts of things, so there's always lots of things to do. And we mean lots.

### I'm interested. Tell me the important details

We're offering a 35-hour working week, based at home but coming together regularly with the rest of the team in the Midlands area. You'll get 27 days annual leave (plus bank holidays) and we'll enrol you in our pension scheme and match your contributions. You'll be working in our small but beautifully formed membership team and we recognise that you'll have a life outside the Institute and are happy for you to work reasonably flexibly.

It's really important that you read the full job description that comes with this role. [Find it here.](#)

### Am I qualified for the job?

You must have degree level education or equivalent relevant experience, be very proficient in using all MS Office software and have excellent literary and numeracy skills. You'll need to be able to juggle several tasks at once and you'll also need to be comfortable with working both alone and in a small team.

Experience of working for a membership body would be good but isn't a deal-breaker for this role. Likewise, knowledge of ergonomics and human factors isn't essential (but it would impress us if you knew a little bit about the discipline!).

### **How do I apply?**

We'd like you to:

- Send us an email saying why you'd be a great member of our team and why, based on your previous experience, you'd be brilliant at what we need you to do.
- Include your CV.
- Write a short response to this task: *Write a new member onboarding process with information about how to access and get the best from at least three of our member benefits.* (You'll find the details you need on our website at [www.ergonomics.org.uk](http://www.ergonomics.org.uk).)

If we think you'll love working here and we'd be a great fit for each other, we'll invite you to take part in the next stage which will include a Teams interview so we can chat about it all.

That's it. Please email your initial application to us at [ciehf@ergonomics.org.uk](mailto:ciehf@ergonomics.org.uk) by **5 January 2026**.

You must have the right to work in the UK at the time of application, as we are not able to provide visa sponsorship. CVs alone will not be considered. No agencies please.

### **Where can I find out more?**

If you want to know more about who we are and what we do, please visit our website at [www.ergonomics.org.uk](http://www.ergonomics.org.uk). Look us up on LinkedIn (@ciehf) too. If you want an informal chat about the role and working for us, call us on 0330 135 9833 or email us at [ciehf@ergonomics.org.uk](mailto:ciehf@ergonomics.org.uk)