



Cycling Ireland Membership Coordinator

Cycling Ireland (CI) is the National Governing Body for cycling across the island of Ireland. Cycling is recognised as a priority sport within the National Sports Policy and is one of Ireland's most popular sporting activities. Cycling Ireland has a membership of more than 26,000 people with almost 500 affiliated clubs.

Cycling Ireland is seeking to recruit a full-time **Membership Coordinator** with overall responsibility for the membership department and delivery of best-in-class levels of service. This post will be integral to delivering key objectives within our Strategic plan 2020 to 2024 and will include developing IT systems and supporting members and clubs.

The Role

The **Membership Coordinator** will be responsible for overseeing development of the membership IT system, the membership and club registration process and ensuring provision of excellent levels of customer service. A key requirement will be working with a committed and ambitious team to continually improve membership services and manage e-mail support and phones.

Responsibilities will include:

Specific Duties

- Effectively manage the annual membership and club renewal process for 26,000+ members and 500 clubs.
- Liaise with third party membership and events IT system providers. Ensure the membership and events system operates efficiently, issues are reported to and acted upon by our IT support partner and that enhancements are implemented in a timely and non-disruptive manner
- Work with membership and event administration staff to ensure excellent customer service is provided through Cycling Ireland's call desk, e-mail support function and social media channels
- Ensure that all membership related administration and insurance needs are dealt with promptly
- Contribute to the development of Cycling Ireland's membership offering. Enhancing current membership products and services and developing new products and services to grow membership and improve satisfaction levels
- Manage the creation and procurement of membership collateral and ensure that it is delivered in a timely and cost-effective manner to service the needs of members
- Maintain an understanding of CI Technical Rules and be able to assist members and event organisers in the interpretation and implementation of same



- Support the events coordinator with managing the permit application process for 1,000+ events

Knowledge & Experience

- 3+ years' experience in a similar membership/events administration role/s
- A recognised appropriate third level qualification or equivalent professional qualification is desirable
- Excellent IT skills and an understanding of IT systems particularly membership or event systems
- Experience within a similar role and/or within the sports NGB sector is desirable
- High level of interpersonal skills and the ability to be innovative and generate new ideas.
- High standard of attention to detail with ability to produce and access information efficiently and accurately.
- Excellent communication, literacy and interpersonal skills.
- Experience managing a staff team
- Excellent stakeholder management – both internal and external
- Be eligible to work in Ireland on a full-time basis
- A full driving license is desirable

Remuneration and Location

Remuneration will be dependent on experience and skills relevant to this job description. The post is full-time at 39 hours per week (0900-5.00pm) with a performance review after six months. The post is Dublin based with travel to events as appropriate.

The successful candidate will enjoy excellent company benefits including:

- Group Pension contribution
- Free Membership of Cycling Ireland
- Free parking
- 25 days holiday (not including Bank Holiday's)

How to apply

When applying by email, please provide a letter of introduction detailing your skills and experience relevant to the role and your Curriculum Vitae outlining your skills and work experience by Sunday, 20th of November 2022 to Myra.McGlynn@cyclingireland.ie.

Appointment will be made subject to satisfactory:

- Garda Vetting
- Access NI Vetting
- Reference Checking Procedures



Cycling Ireland is an equal opportunity employer, celebrating diversity and championing inclusivity. If you require any reasonable accommodations to assist you in participating in the employee selection process, please simply let us know. We heartily encourage all interested parties to apply.