Membership Assistant | Role Profile

Job title	**Membership Assistant**
Location	UK - Hybrid (London office and Home based)
Responsible to	Membership Services Senior Manager
Salary	£28,000.00 per annum
Contract	Full-time permanent (37.5 hours per week)

About us

The International Agency for the Prevention of Blindness (IAPB) is the overarching alliance for the global eye health sector dedicated to eliminating the global vision crisis. A global network spread across 100+ countries, of the most brilliant and committed non-profits, philanthropists, public and private organisations.

There are 1.1 billion people living with sight loss because they don't have access to eye care services. We are making the case loudly and repeatedly that access to eye health services are vital to everything, for everyone.

IAPB, on behalf of its network, holds trusted relationships with the United Nations and the World Health Organization. No one else is operating under this same model with the same reach. We are a growing and successful international organisation registered as a charity in the UK with a dedicated staff team located around the world.

We are seeking someone to be a part of our journey and help us achieve our goals. We are a small charity with a supportive can-do attitude. We are informal but professional and work flexibly. This role offers a real opportunity for someone to contribute our development and progress towards our goals.

Overview

This is a fantastic opportunity for a highly organised individual to assist the Membership Services Senior Manager.

Supporting the day-to-day operations of our membership function, the successful candidate will be pro-active and highly organised. This role is vital in ensuring a positive experience for current and prospective members, maintaining accurate records, supporting recruitment and retention activities, and contributing to our communications and engagement efforts.

Scope and Accountability:

Membership Administration

- Maintain and update member records in the CRM system, ensuring accuracy and data integrity.
- Process new membership applications, renewals, and resignations.
- Raise invoices for membership fees in accordance with finance procedures.
- Track and chase outstanding invoices in a timely and professional manner.

Member Engagement & Communications

- Draft and schedule e-blasts.
- Reach out to members to gather content, case studies, testimonials, and updates to feature across newsletters, campaigns, and advocacy work.
- Support the coordination of member surveys, feedback initiatives, and engagement campaigns.
- Respond to membership enquiries via email, in a timely manner.
- Assist with member onboarding and relationship management.

Prospect Research & Recruitment Support

- Research prospective members, and opportunities to support membership growth.
- Assist in the development of recruitment materials and outreach campaigns.

Events & Campaign Support

- Assist with organising member events, webinars, and briefings.
- Support event administration including registrations and attendee communications.
- Assist with our Young Systems Leaders awards programme – communications for the award and supporting online workshops.

Other Administrative Support

- Maintain internal filing systems and documentation related to membership activities.
- Support cross-departmental projects where membership data or insight is required.
- Contribute to improving membership processes and identifying opportunities for efficiency.
- Provide general administrative assistance to the Senior Membership Manager and wider team.

General

- To respect the personal choice and lifestyles of colleagues those with whom we come into contact, ensuring that equal opportunity principles are always applied.
- To be an ambassador for IAPB and demonstrate IAPB organisational behaviours – Ambitious, Collaborative, Inclusive and Strategic.

Skills & experience

- Strong administrative experience, ideally within a membership body, charity, association, or customer-focused environment.
- Proficient in the use CRM systems and confident handling data.
- Excellent written and verbal communication skills.
- Strong attention to detail and highly organised.
- Ability to handle multiple tasks and meet deadlines.
- Experience using email marketing tools.
- The ability to operate autonomously.
- Excellent interpersonal skills, including the confidence and ability to deal with senior stakeholders.
- A collaborative approach.
- Commitment to the values and behaviours of IAPB.

Other Information

- Benefits include 30 days annual leave (plus statutory bank holidays)
- Pension scheme – 10% Employer contribution, no minimum employee contribution
- Group life assurance
- Hybrid working
- Flexible working
- Employee Assistance Provider
- Various family friendly policies
- We are only accepting applicants with a right to work in the UK; we are unable to sponsor people requiring a work visa.

To apply:

Closing date 18th January 2026.

Due to the volume of applications received, we are unable to respond to everyone. If you have not heard from us within 28 days of the closing date, please assume your application has been unsuccessful.

We request no contact from agencies.