

Job Description

Part-Time Membership Services Assistant

Introduction

Calibre Audio Library brings the pleasure of reading to people who have sight problems, dyslexia or other disabilities through a free nationwide postal, and internet service of audio books. We offer a choice of nearly 11,000 titles fiction and non-fiction, including around 3,000 titles specifically for the under 16's. We are a national charity, set up in 1974, and are not supported by any local or national government organisations; we rely entirely on voluntary donations to continue our valuable work.

We have 42 members of staff helped by volunteers, and this team provides the workforce to supply a constant service to around 14,000 members. We have a strong culture of mutual co-operation and strive to maintain a happy working atmosphere. Our offices are situated on the eastern outskirts of Aylesbury, just behind the Holiday Inn on the A41.

We are continually developing our services to provide members with a choice of formats to listen to our audio books. These currently include USB memory stick, MP3 CD, streaming and our new download App and service.

Person specification

He / she will need a confident and patient telephone manner, excellent IT skills and familiarity with using Microsoft Office. He/she will need to be able to work under pressure and prioritise a busy workload. Knowledge and experience of using databases, emails, the charity sector, or knowledge of books and authors is highly desirable. Familiarity with using mobile devices, Apps, downloads etc. will be a distinct advantage.

The position

This is a part-time position, 20 hours per week, 11.00pm to 3.00pm Monday to Friday. The duties include, but are not limited to, the following:

The role of Membership Services is to respond to all new membership enquiries, deal with membership applications, amendments to member records and maintain/update the library management system.

- Entering and updating data onto the library management system (LMS)
- Answer in-coming telephone queries from members appropriately, representing the charity as professional, caring and efficient
- Provide a “receptionist” function for non-membership services calls, forwarding them to appropriate members of staff or departments.
- Make follow up calls to members as required.
- Provide advice on Calibre’s service and players as is appropriate, including processing payments when necessary.
- Action members book requests, allocations and reading requests on our database.
- Open and deal with members emails.
- Assisting with opening Calibre’s mail.
- Assisting members by researching information on book titles and authors.
- Other duties that may be required from time to time.

Salary and benefits

The salary is pro-rata the full time salary, currently £15,925 per annum equating to £9,100 for 20 hours, and is paid monthly in arrears.

Calibre provides death in service and sick pay benefits along with a Group Personal Pension plan, incorporating Pension Auto Enrolment, to which Calibre will contribution match to 5% after three months service, increasing to 7.5% after five years’ service. We also provide five weeks holiday progressively increasing to six weeks after five years’ service. Calibre supports a “Salary Exchange” scheme, provides a healthcare cash plan and a “no annual absence” bonus.

The enclosed application form must be completed and returned together with a copy of your current CV and a letter of application. This should clearly state why you feel you are suitable for this position, indicating how you feel your skills and experience match the job description.

We also require the name, relationship and address of **two** referees, one of which should ideally be your present or most recent employer. We will not contact referees without your permission or until job offer stage.

Please note that part of the interview and selection process may involve a short work based, role specific test.

To comply with the requirement of the Immigration, Asylum and Nationality Act 2006, we will require proof that candidates have the right to live and work in the UK. Please also note that any offer of employment may be subject to a satisfactory DSB check.

Please also respond specifically to the following points in your application:

- Details of all sickness absence you have had in the last two years.
- Under the Rehabilitation of Offenders Act 1974, provide details of any convictions, charges outstanding or unspent convictions.

The closing date for receipt of applications is **Friday 28th December 2018**.

Letters, marked Private and Confidential, should be sent to:

David Pipkin, Head of Personnel and Administration,
Calibre Audio Library, Aylesbury, HP22 5XQ
tel 01296 432 339
or email to: vacancies@calibre.org.uk