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National Union of Journalists

Headland House

72 Acton Street

London WC1X 9NB

[Personnel@nuj.org.uk](mailto:Personnel@nuj.org.uk)

[www.nuj.org.uk](http://www.nuj.org.uk)

The NUJ is an equal opportunities employer

March 2022

**NATIONAL UNION OF JOURNALISTS**

**FINANCE & MEMBERSHIP ASSISTANT**

**Job application pack**

**DEADLINE FOR RETURN OF COMPLETED APPLICATIONS: 31st March 2022**

**Graphical user interface

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FINANCE & MEMBERSHIP ASSISTANT

The **National Union of Journalists** Membership department is based at our London Head Office. The Finance & Membership Assistant role is an integral part of the running of the Union. Working together with the rest of the Membership team to ensure the provision of a professional, friendly, and efficient service to its members and internal stakeholders, this role is often one of the first points of contact for many members.

**VACANCY**

Reporting to the Head of Finance & Membership on matters relating to finance, and the Membership Officer on membership tasks, this role commands a high level of accuracy, financial competency and attention to detail. Examples of tasks include:

**Finance:**

* Processing weekly purchase invoices and expenses payments
* Analysing monthly credit card expenditure
* Coding and processing monthly bank transactions
* Bank reconciliations for all accounts

**Membership**:

* Ensuring the union’s membership database is accurately maintained and subscriptions are collected in a timely manner
* Dealing with membership applications and queries
* Processing and issuing membership and press cards
* Dealing with the subscription system and payments, including direct debits and the check-off payment process
* Proactively encouraging members on check off, standing order or paying by cheque to convert to direct debit, by demonstrating the value of doing so.
* Preparing and issuing lapsing warnings and notices
* Proactively discouraging resignations and establishing reasons for non-payment with a view to improving membership retention

**Banking:**

* Banking and recording of cheques, where applicable, and taking card payments as required

**Relationships and collaboration:**

* Liaison with NUJ officials, members, union lay reps and branch officers
* Under the direction of the Membership Officer, work alongside other NUJ staff to support union-wide recruitment and retention campaigns
* Attend and participate at various union events, as and when required.

**General Administration:**

* Any duties as requested by the Membership Officer or the Head of Personnel & Administration

**The ideal candidate will be able to demonstrate the following skills/experience:**

Experience of working in a membership organisation (trade union or charity would be favourable, but not essential) | An understanding of the processes needed to apply the Direct Debit processing through BACS and SEPA | Experience working within a finance department | Knowledge of the media industry and its players | Excellent analytical and numerical skills | Hands on experience and competency using a CRM system | Problem solving and conflict resolution | Experience of dealing with membership queries by phone, in person, post and email | The ability to remain confident, calm and professional under pressure | Excellent customer service and communication skills | Excellent writing and communication skills | Accurate and fast inputting with attention to detail | Ability to work autonomously, however, seeking guidance when necessary | Strong geographical knowledge | A ‘can do’ approach to technology | Excellent hands-on knowledge of MS Office applications

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**The ideal candidate will be able to demonstrate the following work ethics:**

A proactive approach to their work | A commitment to exercising confidentiality | A professional, friendly and team orientated approach to colleagues and members alike | Initiative and self-motivation | An interest in trade unions and their aims

**Job Title:** Finance & Membership Assistant| **Department:** Membership | **Location:** London | **Staff Chapel:** GMB | **Grade:** 6 | **Reports to:** Head of Finance & Membership | **Contract Type:** Permanent | **Start Date:** ASAP |

**Annual Salary:** £34,053.43 | **Ann. London Weighting:** £3,750.00 | **Working Time:** Full-Time, 5 days a week, 32.5 hours a week | **Working Pattern:** NUJ is trialling a hybrid working pattern, which involves a minimum of 3 days in the London office and the remaining 2 days working from your permanent residence. There may be a requirement to work 5 days in the office, dependant on business needs.

**APPLICATIONS:** Completed applications and signed GDPR privacy notice to be emailed to [personnel@nuj.org.uk](mailto:personnel@nuj.org.uk) to arrive no later than **31st March 2022**

Graphical user interface

Description automatically generated with low confidence**VACANCY**

**VACANCY**

**National Union of Journalists**

**Headland House**

**72 Acton Street**

**London**

**WC1X 9NB**

## APPLICATION FORM

**Finance & Membership Assistant**

# CONFIDENTIAL

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname:** |  | | |
|  | | | |
| **Other names:** |  | | |
|  |  | | |
| **Title:** |  | | |
|  |  | | |
| **Permanent residence:** | |  | |
|  | |  | |
| **Contact details:** | **Mobile:** |  | |
| **Email:** |  | |
| **Home no.:** |  | |
|  | | | |
| **Where did you hear about this vacancy?** | | |  |
|  | | | | |
| **HOW TO APPLY**  Completed applications and signed GDPR privacy notice to be emailed to [personnel@nuj.org.uk](mailto:personnel@nuj.org.uk) to arrive no later than **31st March 2022**. Please note that applications received after the close of applications will not be accepted. | | | | |

THIS PAGE WILL BE REMOVED DURING THE BLIND SHORTLISTING PROCESS

## Equality Monitoring Form – *(FOR PERSONNEL USE ONLY)*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.** | | **What best describes your gender?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | | Male | | | |  | | Female Non-binary Trans Prefer not to say Prefer to self- describe | | | | | | | | | | | | |
| **2.** | | **Do you consider yourself to be disabled?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | Yes | | |  | | | No Prefer not to say | | | | | | | | | | | | | |
| **3.** | | **What is your age?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | | 18-28 | |  | | | 29-39 | |  | 40-50 |  | 51-61 | |  | 62+ | | | | | |
| **4.** | | **What is your sexual orientation?** | | | | | | | | | | | | | | | | | | | | |
|  | |  | | Lesbian/  Gay woman | | |  | | Gay man | |  | Bisexual |  | Heterosexual/Straight | |  | Other |  | Prefer not to say |  | Prefer to self-describe | |
| **5.** | | **What do you consider to be your ethnic origin?** | | | | | | | | | | | | | | | | | | | | |
|  | | **A** | | | White | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | English | | | | | | | | | | | | | | | | | |
|  | |  | | | Scottish | | | | | | | | | | | | | | | | | |
|  | |  | | | Welsh | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Other White background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **B** | | | Mixed | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Black Caribbean | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Black African | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Asian | | | | | | | | | | | | | | | | | |
|  | |  | | | White and Chinese | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Mixed background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **C** | | | Asian | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Indian | | | | | | | | | | | | | | | | | |
|  | |  | | | Pakistani | | | | | | | | | | | | | | | | | |
|  | |  | | | Bangladeshi | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Asian background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **D** | | | Black | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Caribbean | | | | | | | | | | | | | | | | | |
|  | |  | | | African | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Black background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **E** | | | Chinese | | | | | | | | | | | | | | | | | |
|  | |  | | | British | | | | | | | | | | | | | | | | | |
|  | |  | | | Irish | | | | | | | | | | | | | | | | | |
|  | |  | | | Chinese | | | | | | | | | | | | | | | | | |
|  | |  | | | Other Chinese background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **F** | | | Middle Eastern/North African | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
|  | | **G** | | | Other ethnic background, please state which | | | | | | | | | |  | | | | | | | |
|  | |  | | |  | | | | | | | | | |  | | | | | | | |
| **1** | **Academic history / Qualifications, including languages:** | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |

|  |  |
| --- | --- |
| **2** | **Employment history** (*please include dates and reasons for leaving in every case*): |
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|  |  |
| --- | --- |
| **3.** | **Tell us about your finance experience.** |
|  |

|  |  |
| --- | --- |
| **4.** | **Tell us about your membership experience.** |
|  |

|  |  |
| --- | --- |
| **5.** | **Tell us about your experience working on CRMs.** |
|  |

|  |  |
| --- | --- |
| **6.** | **Tell us why you believe you would be suitable for this role?** |
|  |

|  |  |
| --- | --- |
| **7.** | **Why do you want to work for a union, and why the NUJ?** |
|  |  |

|  |  |
| --- | --- |
| **8.** | **Please provide the details for two referees. At least one should be your current employer, or last if not currently employed. We will only make contact if you are offered the position** |
| **a)** |  |
| **b)** |  |