



Membership Operations Administrator

Based in the City of London and remotely

Salary £25,000 - £27,000 pa depending on experience

Plus £7.5% company pension contribution

The option to split your working week between working from home and in the London office

Discretionary Bonus

We have a vacancy for an administrator to join our Membership Operations team. You must be a self-starter with excellent communication skills and attention to detail. Training will be provided.

Your main duties and responsibilities will include:

- Dealing with enquiries and requests from customers, members and internal staff (e.g. by telephone or email) promptly and with excellent customer service
- Processing membership application forms
- Assisting with membership renewals
- Updating membership records ensuring accurate information is recorded
- Processing orders from customers accurately, in accordance with CISI policy and within agreed timescales
- Assisting with data integrity and ensuring data added to the internal system is accurate

We are looking for a team player with the following skills and experience:

- 1+ years' experience of working in administration in an office environment
- A minimum of GCSE grades A-C / 5-9 in English and Maths
- Good IT computer skills – Word and Excel
- Excellent planning and organising skills
- Excellent attention to detail, accuracy in your work and able to work to deadlines
- Strong verbal and written communication skills and excellent customer service
- A positive attitude

We offer a competitive remuneration package, which includes:

- 7½% company pension contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- Life insurance and income protection insurance
- A Wellness Allowance of up to £30 a month
- Travel & London office allowance after passing probation
- 26 days leave per annum (which includes three days at Christmas)
- The option to split your working week between working from home and in the London office after passing probation
- After one year's service, private medical insurance cover, and annual travel insurance cover

Please send your CV, salary expectation and availability to jobs@cisi.org

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is "[To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services.](#)"

For more information on the CISI, please see our website at www.cisi.org