COMMITTEE ROLE DESCRIPTION - MEMBERSHIP SECRETARY

ENGLAND HOCKEY

MEMBERSHIP SECRETARY

Role purpose

The Membership Secretary coordinates membership applications, renewals and records and supports a positive and accessible membership experience.

Accountable to

The Committee.

Key responsibilities

The Membership Secretary will:

- Manage membership applications and renewals.
- Maintain accurate membership records.
- Ensure that members receive relevant terms, policies and privacy information.
- Confirm membership categories, fees and eligibility requirements.
- Coordinate player and membership registrations with England Hockey where required.
- Work with the Treasurer to monitor fee payments.
- Support the management of waiting lists where applicable.
- Ensure that personal data is collected and used appropriately.
- Maintain records of emergency contacts and relevant participation information.
- Respond to membership enquiries.
- Provide appropriate membership reports to the Committee.
- Support membership surveys and engagement activity.
- Ensure that resignations, suspensions and terminations are recorded correctly.
- Avoid making decisions on refusal or termination of membership unless authority has been expressly delegated.
- Support inclusive access and reasonable adjustments.
- Ensure membership records are maintained in line with England Hockey requirements.

Skills and attributes

The Membership Secretary should demonstrate:

- Strong administration and organisation.
- Good communication and customer service.
- Attention to detail.
- Respect for confidentiality.
- Confidence using membership systems and spreadsheets.
- An understanding of data protection responsibilities.

Estimated time commitment

Approximately [insert number] hours per month, with increased activity during renewal periods.

Appointment, Term of Office and Review

Each role holder will be appointed or elected in accordance with the Club's governing document.

The normal term of office will be [insert term], subject to any limits set out in the governing document.

Role holders may be required to:

- Complete an application or nomination process.
- Declare conflicts of interest.
- Sign the Committee Code of Conduct.
- Complete relevant induction and training.
- Undertake a DBS check where the role is eligible and required.
- Complete registration or approval processes required by England Hockey.
- Participate in an annual role review.

Role descriptions should be reviewed:

- At least every [two/three] years.
- Following a change to the governing document.
- Where responsibilities significantly change.
- Following a serious incident or governance review.
- When required by England Hockey.

Handover Requirements

At the end of a term, each role holder should provide an appropriate handover, including:

- Current priorities and outstanding actions.
- Relevant records and documents.
- Account access and passwords using a secure process.
- Contact details for key stakeholders.
- Upcoming deadlines.
- Known risks or unresolved matters.
- England Hockey submissions, registrations or actions that remain outstanding.
- Equipment, keys or assets held on behalf of the Club.

No outgoing role holder should retain Club records, personal data, passwords or property after their authority has ended.