



Service Delivery Assistant (Membership)

Salary up to £18,750

Full time role 35 hours per week

The award-winning Association for Project Management (APM) is the Chartered body for the project profession. APM is a registered educational charity with over 23,000 individual and 600 corporate members making it the largest professional body of its kind in Europe. APM is committed to developing and promoting a professional approach to project management through our broad offering of professional membership, qualifications, publications, resources, research and events. Our vision for the profession is ambitious, challenging and radical. Above all, it reflects what society expects: a world in which all projects succeed.

Reporting to the Services Delivery Team Leader, the **Service Delivery Assistant** is responsible for processing all individual and corporate membership applications and act as the first point of contact for all member and potential member enquires. The successful candidate will provide an excellent standard of customer services to members and non-members, dealing effectively with their enquiries relating to applications and membership via the telephone, email or letter.

Experience working within a high quality and busy customer service environment is essential along with a good working knowledge of MS Word, Excel, Outlook and CRM databases. The successful applicant will have excellent written and verbal communication skills, strong customer service skills and the ability to prioritise work to meet deadlines and customer expectations. A high degree of accuracy is also required for this role.

The Association for Project Management (APM) is a membership association, professional body and charity. It was first incorporated in 1972 and obtained its Royal Charter on 1 April 2017. The object of APM is 'to advance the science, theory and practice of project and programme management for the public benefit'. Detail on APM and its Charter can be found at apm.org.uk

Please send your up to date CV to recruitment@apm.org.uk

Main benefits at APM:

- 25 days holiday (excluding all public holidays). This increases with length of service – by one day after four years' service, then another day every other year, to a max of 30 days per year).
- Private healthcare and dental cover is available after completion of six month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind'.



- Pension scheme offered in line with auto enrolment. APM can contribute up to 7% of your salary depending on your own contribution. Even if you don't want to make any contributions, APM can contribute 4% of your salary. The pension scheme is available as a salary sacrifice.
- There is a sick pay scheme which pays up to 30 days full pay for sickness absence in a rolling 12 months period, payable after probationary period.
- Life assurance at four times the salary.
- Salary sacrifice schemes – childcare vouchers, bus and train season ticket loans, cycle to work scheme, walking to work scheme, additional annual leave (up to 10 days), and pension scheme.
- Free parking – this is not guaranteed.
- Employee Assistance Programme
- Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM's overall financial performance.