



Volunteer Role Profile

Volunteer Role	Group Membership Secretary
Volunteer Manager	Group Chair
Where you will be based	In the community

Why we want you

At the Ramblers we have approximately 100,000 members. Many of our members join to access our group walks or to help protect the places we all love to walk.

The Membership Secretary role is responsible for ensuring each member in your group feels warmly welcomed locally.

By keeping your members informed and engaged, you're helping retain your members, and grow your membership.

What you will be doing

All our groups are unique, and you may find your responsibilities differ from the below, particularly if you have several volunteer roles supporting your group. The below responsibilities highlight some key areas you may be responsible for.

- Communicate with **prospective new members** answering any questions they may have and letting them know more about your group and the Ramblers. This will include directing prospective new members to our website to join online.
- **Welcome** new members to your group, highlighting the different ways members can engage locally. Answer any questions they make have on your group activities and the Ramblers.
- **Retain** current members through regular communications about your group walks, social events programme, and local campaigning activity.
- **Follow-up with payment pending** members where appropriate, to encourage members renew.
- **Maintain member records** and communicate with members using the Membership Secretary dashboard. Be the key lead volunteer for your group's **data protection**, making sure that volunteers know how to use data and being responsible for keeping members' data safe

- Provide **regular reporting** to other volunteer roles in your Group on membership numbers and key membership statistics.
- If interested, actively support the **recruitment of new members**. This may involve attending local events, maintaining social media platforms locally or trying out new initiatives like Meetup for example.

To help you in your role, we have lots of guidance, advice, and templates available.

The skills you need

- IT literate – happy to use a computer for email, spreadsheets and accessing information on the Membership Secretary Dashboard
- Warm and friendly
- Organised, and able to keep to deadlines
- Excellent attention to detail

What's in it for you

- Meet new people locally
- Gain new skills (marketing, data protection, data reporting)
- Opportunity to make a big difference to your local Group and to the charity
- Help bring walking and the benefits of getting out and about to new, local audiences