

## **Retention Officer**

### **1. Purpose**

The core purpose of the Retention Officer is to encourage those who have not re-joined to renew their membership of the Society.

### **2. Duties**

The main duties of the Retention Officer include:

- Contacting former members of the Society by the end of September following renewal to encourage re-registration;
- Identifying trends in any reasons for non-renewal; and
- Summarising the retention process on an annual basis.

This list is not exhaustive and the Retention Officer may be requested, from time to time, to undertake other ad hoc duties and responsibilities on behalf of the Society.

### **3. Accountabilities**

The Retention Officer is ultimately responsible to the Membership of the Society.

On a day to day basis they are accountable to the Secretary, Officers and other members of the Society Committee.

### **4. Working relationships**

The Retention Officer will work directly with the Membership Secretary.

### **5. Other notes**

The position of Retention Officer is a good grounding. The knowledge and experience hopefully gained should enable the individual to take on other roles within Society.