

# Joy Marsden

Membership Director

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## My role in the PSA

- To continually seek ways to grow the membership of the PSA.
- To add procedures that will support the membership.
- Work closely with the Operations Manager and the Membership Support team to understand any issues that arise from the membership.
- To continually seek new ways of adding value to all levels of membership .
- To understand any concerns of the membership and to work with Regional Director and Regional Presidents to find solutions.
- To ensure that the criteria is fully met with incoming applications (in particular Professional Members and Fellows). To work directly with applicants where necessary to resolve any issues.
- To support the election of a Fellows Ambassador/Fellows RP. Outline the role and support him/her in delivering events that meet the needs of our Fellows.
- Work with the Operations Manager to ensure the PSA is focusing on the membership.
- Liaise with the Chairs of the various Committees to ensure the direction of the PSA is always focused on the membership.

## Projects I've worked on in 2017/18

- Source and introduce the new PSA Insurance Scheme
- Introduce the new PSA Referral Scheme
- Re-design and implement the New Members Packs & Upgrade
- Introduce, design and deliver the New Member Days
- Visited PSA North East & PSA Midlands to share specifically about membership benefits
- Deal with ongoing membership queries as they arise/speak with applicants as necessary
- Support the membership operations team with complex issues around membership
- Ensure that the membership criteria is fully met at all times
- Introduced the Fellows Ambassador role and support them in creating the Fellows event