Job Description: Membership Data Analyst 100%

MEMBERSHIP DATA ANALYST

Reporting to: Membership Project Leader (ad interim)

ABOUT ECA

ECA is the sole independent body directly representing football clubs at European and International levels. With a current membership base of more than 500 professional football clubs from across the continent, with plans to increase to 700 Members in the season ahead, ECA is the representative voice of European clubs on the international football landscape.

Working closely with football's governing bodies, competition organizers and other professional stakeholders, ECA's core purpose is to place clubs at the 'Heart of Football'. ECA is continually strengthening its administration to ensure it enhances the value of its activities and services for Member clubs.

ECA has a rapidly growing administration team of more than 40 people and is on a mission of organizational development, targeting a digitally led, performance-driven culture, and delivering high impact outcomes for our colleagues and our members.

Equity, diversity, and inclusion are amongst ECA's core values. We are committed to building and sustaining an inclusive and equitable working and learning environment for all staff and members.

POSITION MISSION AND PROFILE

The Membership Data Analyst will play a pivotal role supporting the Membership Project Leader and his membership engagement team and will assume full responsibility for ECA's Member Relationship Management (MRM) system.

You will manage all member related data (including its collection, analysis, and reporting), and by ensuring its accuracy and relevance, prepare detailed analysis to identify trends and insights, to underpin organization wide strategies to enhance member relations.

By translating complex data sets into understandable and actionable insights, you will support ECA's Membership department to make evidence-based decisions including creating and implementing bespoke engagement plans to meet the differing needs of each of our 500+ member clubs.

The successful candidate will need to be a positive, proactive, and detail-oriented individual with a passion for using data to enhance organizational objectives.

The role is based at ECA's offices in Nyon, Switzerland. Some travel within and outside of Switzerland may be required.

CORE RESPONSIBILITIES

Reporting to the Membership Project Leader (ad interim), your primary responsibilities will include:

- System management and enhancement: being responsible for all aspects of ECA's Member Relationship Management (MRM) system, and by working closely with ECA's ICT department, continually working to improve the system's capabilities.

- Data management, analysis, and reporting: improving the quality and quantity of member-related data. Implement best-in-class reporting & analysis methodologies, to inform decision-making.

- Research Support: supporting research on industry trends, best practices, and emerging technologies

relevant to account management and member clubs. Provide insights that aid in developing strategies for member engagement and satisfaction.

- User support: delivering high quality support to all MRM system users, including training new staff members.

- Membership engagement support: supporting ECA's membership engagement team (and colleagues across the organization) by providing timely, accurate and relevant information to help them deliver a high-quality service to 500+ member clubs.

- Collaboration: working closely with colleagues across the organization, to identify and deliver services that are aligned with member clubs' needs and objectives.

- Administrative support: providing administrative support to ECA's Membership department.

EXPERIENCE

- 3 to 5 years of experience in a support role within account management, data analysis, or CRM management.

- Detailed understanding of CRM systems, with a demonstrable track-record of successfully using data to enhance client engagement and satisfaction levels.

- Familiarity with the sports industry, particularly European football, is advantageous.

EDUCATION

- Bachelor's degree in data or similar field. Master's is an advantage.

- Advanced computer software skills, including Excel and database management, as well as presentation with PowerPoint.

- Proficient in using CRM or membership management software. MS Dynamics is a plus.

- Language skills: Fluent in English. Any additional European language would be highly advantageous.

SKILLS

- Exceptional analytical and data management skills, with an ability to translate complex data into actionable insights.

- Proficient in using CRM (ideally MS Dynamics) or membership management software.

- Excellent organizational and project management skills, capable of handling multiple tasks and meeting deadlines.

- Effective communication skills, both verbal and written, with an ability to support and collaborate with team members.

- Positive and can-do mindset.

- Exceptional attention to detail.

- A proactive approach to problem-solving and a willingness to take on varied tasks as required.

- A collaborative team player who is comfortable working independently, and as part of a team.

You are invited to send your CV, a covering letter and evidence of how you have used data to positively enhance customer experience / service, to Raoul Tondini, Head of People & Culture, at **jobs@ecaeurope.com.**

Only candidates fulfilling the required skills and experience will be contacted.

References should be available upon request.