



Institute
and Faculty
of Actuaries

The Institute and Faculty of Actuaries

Membership Experience Committee: Key Responsibilities

Key Responsibilities

Advisory

- Advises the IFoA Board and Executive on the planning and delivery of all aspects of the member experience, including new or changing member needs and international requirements.
- Reviews and contributes to the articulation and presentation of the IFoA's membership proposition and its ongoing communication and promotion across all digital platforms and face-to-face interactions.
- Evaluates and makes prioritised recommendations regarding the introduction of new individual propositions or changes to existing propositions and advises the IFoA Board on possible budget implications.
- Contributes to, and considers the impact, of all market research including member surveys, external benchmarking exercises and 'horizon scanning' that enable the IFoA to shape its strategy and fulfil its purpose, ensuring members receive leading products and services.
- Advises IFoA Board on the volunteer experience and structure.

Oversight

- Reviews delivery and findings of the IFoA's Member Perspectives programme including the results of quarterly member surveys and focus groups where relevant, ensuring that key insights become actionable and overseeing the delivery of subsequent changes to the member proposition.
- Reviews key operational metrics e.g. communication metrics (web traffic, social media etc), event participation, platform usage (VLE and IFoA Communities), key customer service metrics and complaints processes. Sets and monitors KPIs and advises the IFoA Board on performance and progress.
- Oversees the development of new member propositions including reviewing the case for new offerings based on member feedback or research as well as the commissioning and evaluation of pilot programmes.
- Oversees the Executive's support of the volunteer programme.

Tenure

Appointments would be for a two-year term, with the possibility of extension for one additional term.

Time Commitment

The Committee will meet, on average, six times per year (two in-person meetings and four virtual meetings), with the potential for other ad hoc meetings or activity by exception.

Remuneration

The role is a voluntary position with no remuneration. Travel and other reasonable expenses will be paid.

Date: January 2025