

OVERVIEW & JOB OBJECTIVE					
Job Title	Data Analyst Officer	Pay Range (Annual Gross)	N 2.1m – N2.4m	Location	Lagos, Head Office
Grade Level	Officer				
Background: The CIPM is the umbrella Association for Practitioners of People Management with the vision to be the Institute of Choice for People Management. At the CIPM: We care for our People We partner to build their Careers and Together we strive for EXCELLENCE “We focus on building people, so our people will focus on building our Institute” The purpose of this job shall be to: The Member Care Officer job role exists to support the activities of the Institute directed at shaping the end-to-end experience of existing and prospective members with respect to their participation in the activities of the Institute.					
EQUAL OPPORTUNITY STATEMENT					
CIPM is an equal opportunity workplace and an affirmative action employer. We encourage applications from suitable candidates, irrespective of gender, physical ability/disability, color, tribe, race, religion, marital status, pregnancy or other status protected under the law.					
REPORTING RELATIONSHIPS					
Reports to	Team Lead, Member Care & Database Management.		Supervises	None	
JOB DUTIES / RESPONSIBILITIES / ACCOUNTABILITIES					
Internally Relates with	All staff		Externally Relates with	- All members, - Corporate clients.	
SUMMARY OF PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES					
Database Management	- Ensure that all members record such as change of name, correspondence address and other members’ details are updated on daily basis with 1% error rate. - Ensure that the newly inducted members are uploaded (One – two) weeks after member induction. - Send out debit notice for subscription to Members within the first quarter of the year and follow up with calls, SMS and e-mails at the second and third quarters of the year. - Work with Finance to ensure all payments are captured on the portal 24hours after notification as well as monthly reconciliation and reports. - To Generate list of members eligible for upgrade to Full Member and Fellow - Ensure all members data in excel are cleaned up and transferred into the portal. - Ensure members data is well protected with support from IT and create back-up and recovery plans and procedures with IT. - Produce regular report on membership statistics. - Ensure that the AGM list is generated a week before Annual General Meeting. - Assist in coordinating and organizing the Institute Annual General Meeting - Attend to enquiries and handle complaints within maximum of 48 hours and follow up to ensure resolution. - Prompt response to enquiries via email and telephone calls. - Generate monthly reports on membership subscription.				

	- Support the team leader in implementing communication strategies and plans between the Institute and members of all categories and ensure relevant communication channels are deployed. - Participate in the execution of all membership related projects as directed by the team leader. - Assist in the resolution of project-related issues, during the implementation of membership projects and facilitate amicable solutions with the team leader.
KEY PERFORMANCE INDICATORS	
Operational Targets	- Membership/Stakeholder - Internal Business Process - Organizational Capacity
PERSON SPECIFICATION	
Knowledge, Technical Skills and Attitudes	
1. Knowledge: Institute Knowledge Relevant Regulations Database Management Microsoft suits	2. Skills: Result Orientation Customer Service Management Networking Communication Planning and Organizing Customer Orientated Record Keeping and Accessibility. Integrity and Quality. Security and Privacy. Performance Optimization. Backup and Recovery. Scalability and Growth. Business Intelligence and Analytics. Organizational skill. Attention to detail SQL Proficiency
3. Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support to the business. - Ability to develop and maintain a vibrant, long-term network of relationships with individuals from multiple constituencies. - Has a successful track record of developing, managing, growing, and institutionalizing complex relationships on behalf of the company. 4. Communication: The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.	5. Emotional intelligence – being able to understand and manage your own and others’ emotions, and their effect on behaviors and attitudes. 6. Customer Orientation: The ability to demonstrate concern for satisfying one’s external and/or internal customers.
Experience	
HND/bachelor’s degree in business management/administration, Social Sciences, Marketing or related discipline	
Qualifications	



1. Minimum of 2 years post-graduation experience on a similar role in a reputable organization		2. Professional membership of CIPM is compulsory.	
Other Requirements			
Proficient in the use: Computer Literate: Excel, Word, Outlook and PowerPoint.			
PHYSICAL REQUIREMENTS			
Location	Office Based ☐	Both Office & Field Based ✓	Field Based ☐
Travel	None ☐	0% - 30% ✓	31% - 60% ☐
Work Cycle/Days	Mondays – Fridays		

Application Process

- Method of Application: Send your CV quoting appropriate Job title to recruitment@cipmnigeria.org
- Application Deadline: **Thursday, July 23rd, 2026**
- Remuneration: We value our employees, and the role comes with attractive compensation, benefits and a great work environment.