**Contract:** Permanent, full time (35 hours per week)   
**Based at:** Chesterfield, Derby, Leicester or Nottingham with agile working. Additional travel required   
**Salary:** £27,500 per annum

**1. MAIN PURPOSE OF THE ROLE**

Play a pivotal part in ensuring our members receive exceptional value from their membership. This role is responsible for member engagement, retention, and satisfaction, ensuring that businesses benefit from Chamber services, events, and resources.

The postholder will develop strong relationships with members, identify opportunities for growth, and enhance the overall membership experience. In addition, the role is responsible for developing and delivering a series of events specifically to enable members to connect across the East Midlands.

The Membership Success Manager must be approachable, informed, friendly and contribute to positively to the team regards customer interactions. It is essential to be comfortable interacting with business contacts by phone, video call, in writing and in-person.

**2. POSITION IN ORGANISATION**

* Reports to Head of Membership.
* Day-to-day liaison with the Membership Coordinator, Chamber Advisers, Membership Account Managers, Membership Success Managers and other colleagues.
* Day-to-day liaison with customers.

**3. DUTIES AND KEY RESPONSIBILITIES**

* Provide an excellent level of customer service to all members, in particular the given portfolio.
* Continually learn about Chamber services and keep up to date with changes.
* Implement strategies to enhance member engagement and retention within dedicated accounts.
* Act as the primary point of contact for allocated members, understanding their needs and ensuring they gain maximum value from their membership.
* Proactively manage and improve communication channels to keep members informed and engaged.
* Positively contribute to key performance indicators including sales and retention targets.
* Develop, organise and run a series of networking events, and workshops that drive member interaction and knowledge sharing.
* Identify and address barriers to engagement, providing tailored solutions to support members’ business growth.
* Collaborate with Head of Membership teams to refine messaging for membership benefits.
* Analyse membership data, gathering insights to enhance the member experience and improve retention rates.
* Work closely with Head of Membership and the Membership team to streamline administrative processes and reduce friction in membership management.
* Continuously explore new ways to increase the perceived value of membership.
* Engage with sales campaigns throughout the year to promote Chamber events which feature in the annual programme of the Chamber.
* Record all interactions accurately and succinctly on the Chamber’s Customer Relationship Management system, Microsoft Dynamics.
* Embrace the Chamber vision and values, and demonstrate them throughout your working day.
* Occasional out of hours work will be required (i.e., evenings and early mornings).
* Any other reasonable duties as required.

**4. PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge**   * Knowledge of Chambers of Commerce * Knowledge of the business support landscape in the counties of Derbyshire, Nottinghamshire and Leicestershire |  | desirable  desirable |
| **Experience**   * Proven experience in a membership, customer success, business development, or relationship management role * Experience in organising and promoting events, networking opportunities, or member engagement initiatives * Experience presenting to groups of individuals to influence * Working with a diverse range of businesses – different sectors and sizes * Engaging with business leaders at all levels and an ability to change approach depending on the circumstances * Providing excellent customer service predominantly by phone, video call or in writing with occasional in-person activity * Successfully working within a hybrid workforce | essential  essential  essential  essential  essential  essential  essential |  |
| **Qualifications**   * A qualification in a relevant expertise |  | desirable |
| **Skills and Abilities**   * Strong desire for innovation and able to envision and gain agreement on workable value-adding business solutions * Excellent organisational and administration skills * Strong communicator (written & oral skills) * Driven to generate results and a high level of resilience * Highly motivated - can work as part of a team and independently * Self-starter * High level of skill in Microsoft Office and cloud-based applications (SharePoint, OneDrive) * Experience with a Customer Relationship Management (CRM) system * Adaptable with great rapport building * Organised and meticulous * An understanding of social media and it’s benefits to connecting with customers * Able to identify opportunities to enhance the membership experience * Results-driven with a passion for building strong business relationships * Full driving licence (able to drive in the UK for business purposes) * Willing and able to use own transport to visit other offices and occasionally customer sites | essential  essential  essential  essential  essential  essential  essential  essential  essential  essential  essential  essential  essential  essential | desirable |
| **Personal attributes**   * Takes responsibility * Celebrates and is proud of success * Supports others and works well with a team * Creative and challenges tradition * Must be dependable and reliable * Must be able to exercise tact and diplomacy at all levels * Must be able to work under own initiative * Proactive and personable * Enthusiastic * Must be prepared to work flexibly in terms of working hours | essential  essential  essential  essential  essential  essential  essential  essential  essential  essential |  |

**5. ADDITIONAL INFORMATION**

This role is eligible to participate in the Chamber’s agile working policy.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_