

Opportunities with Build UK

What We Do

Build UK is a membership organisation representing the whole construction supply chain.

Construction has a huge impact, creating millions of jobs across the economy and delivering the homes and infrastructure that shape our society, and we are committed to transforming the industry to become more efficient and financially viable.

We do this by delivering projects that help to increase productivity, promote best practice and provide a consistent approach. From the Common Assessment Standard, which is streamlining the industry's pre-qualification process with the potential to save £1 billion across the supply chain, to support for implementing the new building safety regime, Build UK is focussed on making sure the industry has the skills, knowledge, and technology to improve the quality of the built environment.

Who We Are

Build UK has a small team based in the [Building Centre](#), off Tottenham Court Road.

We have a dynamic and fast-paced working environment which enables us to focus on our priorities whilst also responding to external challenges.

With a reputation for delivery, we pride ourselves on our high standards which enable our members and the wider industry to trust the guidance and information we produce.

We are also direct and honest which stands us in good stead when juggling projects, issues, and expectations!

What We Offer

- Flexible arrangements combining working from home with two days in the office each week
- 25 days' holiday per year plus bank holidays
- Pension scheme with matched contributions up to 5% on completion of probation
- Private healthcare scheme
- Regular social activities
- Free refreshments and a well-stocked kitchen!

What We Are Looking For

To help us maximise the value of our membership and deliver a first-class service, we are looking for a confident and proactive person who enjoys building strong relationships and engaging with people at all levels.

You will need excellent interpersonal and organisational skills to manage multiple priorities and deliver consistently high standards of service. The role requires attention to detail, the ability to influence and negotiate, and a genuine interest in supporting members to get the most out of Build UK.

We are a busy team, regularly tackling long-standing and complex issues, so the ability to prioritise, assert yourself, and show resilience are also essential!

Membership Manager

- Full-time/ Part-time/ Contract
- Flexible, hybrid working
- Salary of £60,000 pa
- Reporting to Chief Executive

Applications, including CV and personal statement of no more than 500 words explaining why you are the best person for the role, should be sent to Careers@BuildUK.org

Responsibilities

- Managing and developing relationships with members across the supply chain, ensuring they are supported and engaged with Build UK's work
- Acting as the first point of contact for members, providing advice, guidance and information in response to queries
- Delivering a high-quality member experience by coordinating onboarding, and ongoing engagement activities
- Monitoring member engagement, identifying opportunities to strengthen relationships and ensuring membership benefits are clearly communicated and delivered
- Working with the senior management team to identify new member opportunities and support recruitment and retention strategies
- Producing membership information, updates and guidance to keep members informed
- Maintaining accurate membership records by managing the custom CRM system, ReadyMembership
- Analysing membership data and feedback to identify patterns, measure impact, and inform future membership strategy and decision-making
- Developing and maintaining strong relationships with senior representatives in member organisations and other stakeholders to promote collaboration and ensure the industry speaks with one voice
- Undertaking other tasks as reasonably requested to contribute to the success of the team.

Build UK Values

Corporate Image

Ensuring commitment and attention to detail with a focus on the consistent and professional appearance of Build UK at all times.

Credibility

Delivering honestly and effectively every time whilst having the confidence to say more information is required before an answer can be given.

Innovation

Being prepared to take risks and make decisions that push traditional boundaries resulting in new and innovative projects and ways of working.

Delivery

Taking ownership and responsibility for tasks, preparing for all eventualities, and seeing commitments through to the end.

Team

Playing to the team's strengths and providing encouragement and support to colleagues, as well as learning lessons with a view to continuous improvement.