
Summary of Role

Job Title:	Membership Coordinator
Reporting to:	Communications Manager
Hours:	Monday – Friday 9:00am – 5:00pm
Location:	6-8 Bonhill Street, London, EC2A 4BX
Salary:	£28,000 - £32,000 subject to experience
Application:	ASAP by email to Careers@BuildUK.org including CV & personal statement setting out suitability for role

Build UK is the leading representative organisation for the UK construction industry. Offering influential and dynamic leadership, Build UK is transforming the delivery of construction projects for the benefit of the industry, its clients and the UK economy. Representing more than 40% of UK construction, Build UK creates the conditions for supply chains to thrive by delivering change on key industry issues.

Our friendly team is based in offices in Bonhill Street (EC2A 4BX) where we have a vacancy for a **Membership Coordinator** who will be responsible for supporting the recruitment and retention of Build UK members and partners.

About the Role

The role involves working with the Chief Executive and other members of the management team to implement the membership and partnership strategies for Build UK, deal with queries from existing and potential members and partners, and maintain accurate and up to date records. The right candidate will make a positive and visible impact on the engagement of Build UK members and partners.

You would be expected to develop your knowledge of the business of Build UK and its members as well as the membership benefits offered through our external stakeholders and partners. You will be confident, have the ability to prioritise a busy workload, project a professional image and have excellent written and verbal communication skills.

Result Areas

- Accurate and up to date membership records
- Effective process for recruiting members
- Increased engagement of Build UK members
- Improved awareness of membership benefits that support members' businesses
- Positive relationships with Build UK partners
- Effective handling of queries from Build UK members
- Active contributor to a highly motivated and effective team.

Responsibilities

- Supporting the Chief Executive to implement membership and partnership strategies
- Processing applications for membership to ensure new members come on board quickly and efficiently
- Filtering and responding to enquires from potential members
- Ensuring accurate and up to date information is maintained for members and partners
- Building relationships and maintaining regular engagement with members to ensure a high level of member satisfaction
- Renewing membership subscriptions
- Promoting and monitoring the use of membership benefits
- Tracking partnership activity to ensure Build UK delivers on agreed commitments
- Working with other members of the Communications team to develop membership information including regular HTML updates
- Updating the Build UK website with member and partner information
- Dealing with queries from Build UK members and partners.

Knowledge & Experience

- Educated to degree level or equivalent with excellent written and verbal communication skills
- Good organisational skills with experience of working in a small team demonstrating willingness to support colleagues and contribute to wider Build UK activities
- Demonstrable customer relationship skills
- Experience of using CRM systems
- Sales and marketing experience would be an advantage
- Excellent attention to detail and ability to close out tasks
- Well-presented and professional approach.

Build UK Core Values

- **Corporate Image** - Ensuring commitment and attention to detail with a particular focus on the consistent and professional appearance of Build UK at all times
- **Credibility** - Delivering honestly and effectively each and every time whilst having the confidence to say that more information is required before an answer can be given
- **Innovation** - Being prepared to take risks and make decisions that push traditional boundaries
- **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 debriefing effectively and learning lessons with a view to continuous improvement