

Membership Coordinator

Summary of Role

- **Job Title:** Membership Coordinator
- **Reporting to:** Communications Manager
- **Hours:** Full-time (35 hours per week)
- **Salary:** £30,000 per annum depending on experience

About the Role

Build UK is looking for a **Membership Coordinator** who will be responsible for supporting the recruitment, engagement and retention of Build UK members and partners.

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

You would be expected to develop your knowledge of the business of Build UK and its members, as well as the membership benefits and services offered through our external partners and stakeholders. 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 and on-boarding new members
- Increased engagement of Build UK members
- Efficiently organised and professionally run meetings
- Improved awareness of membership benefits that support members' businesses
- Effective handling of queries from Build UK members
- Active contributor to a highly motivated and effective team.

Responsibilities

- Supporting the Chief Executive to deliver membership and partnership strategies
- Processing applications for membership to ensure new members come on board and engage in Build UK activities quickly and efficiently
- Filtering and responding to enquires from potential members
- Ensuring accurate and up to date information is maintained for members and partners using CRM system
- Building relationships and maintaining regular engagement with members to ensure a high level of member satisfaction
- Organising meetings for members from start to finish, including confirming attendance, liaising with speakers and ensuring papers are circulated
- Promoting and monitoring the use of membership benefits and services
- Renewing membership subscriptions
- Tracking partnership activity to ensure Build UK delivers on agreed commitments
- Dealing with queries from Build UK members and partners.

Experience & Skills

- Educated to degree level or equivalent with excellent written and verbal communication skills
- High attention to detail and ability to close out tasks
- Excellent organisational skills to manage own time whilst supporting colleagues in a fast-paced environment
- Experience of using CRM systems
- Demonstrable customer relationship skills – sales and marketing experience would be an advantage
- 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.