

JOB DESCRIPTION

Job Title: Membership Engagement Coordinator
Report to: Membership Services Director
Salary: £30,000 - £32,000
Term: Permanent, Full Time
Location: Remote with occasional travel around the UK, including some overnight stays

ABOUT US

ACE Group represents companies providing exciting and game-changing infrastructure and environmental solutions that support climate change, levelling up, and creating social value for communities. We are the champions of infrastructure and by working at ACE Group, you will play a part in supporting an industry that can revolutionise the world around us.

The group comprises two trade associations: The Association of Consultancy and Engineering (ACE) and the Environmental Industries Commission (EIC). Our members range from large multi-national engineering consultancies through to Micro and SME consultancy and environmental businesses, which we bring together to tackle the big issues of our time.

Our mission is to advocate, anticipate, and educate on behalf of our members. That means proactively engaging with governments and stakeholders about challenges and opportunities, ensuring our members of all sizes have a voice and we deliver demonstratable change in the built environment.

Team ACE are curious and inquisitive about the way we do things, eager to deliver to the highest standards, and experts at fostering strong and collaborative relationships. We like working together to build meaningful value and change.

We want to attract the best and most diverse talent from across the UK, so we operate in a fully remote working environment. We support a healthy work-life balance, and flexibility of work pattern to suit both parties, but we do like to bring the team together to ensure we foster a strong team dynamic and bring about effective collaboration.

SUMMARY OF ROLE

The Membership Engagement Coordinator will support the team to ensure an excellent standard of customer service to members, potential members, and other customers. The Membership Engagement Coordinator will support the team with the day-to-day management of ACE and EIC members, managing telephone and email enquiries, coordinating member meetings when needed, and maintaining accurate member records.

The role will also be key in supporting the wider team to deliver a programme of member events and group meetings, booking venues, and ensuring that these events are well organised and delivered. The Membership Engagement Coordinator will also be key in carrying out other tasks and projects as required to ensure that members are well supported.

KEY RESPONSIBILITIES

MEMBERSHIP GROWTH

- Support the team to deliver the recruitment, retention and satisfaction targets set
- Supporting with new member recruitment for ACE and EIC, issuing new member packs, maintaining member pipeline, setting up calls with potential members as required.
- Highlight any required amendments to the membership marketing collateral and website, including updates to the membership forms.
- Support new member onboarding for ACE and EIC – adding member application forms onto the CRM, scheduling induction meetings, sending out new member packs in line with team procedures

MEMBERSHIP ENGAGEMENT

- Support members to navigate and maximise their engagement by offering regular engagement meetings, promoting participation of their staff in our groups and with access to ACE/EIC business support services.
- Manage the customer service side of member purchases, ensuring they are customer friendly and keep abreast of feedback and recommend process improvements to benefit members
- Work with events manager as and when required to ensure effective delivery of ACE/EIC events programme.
- Support with the management of ACE and EIC groups, including coordinating diaries with group chairs, managing group distribution lists on the CRM, taking minutes and distributing actions.
- Work with other teams on membership-related tasks as needed - may include supporting ad hoc projects that arise and are relevant to member engagement

MEMBERSHIP SYSTEMS

- Develop and contribute to the processes and procedures in place to ensure that they are efficient and clear and deliver excellent customer service.
- Support the annual billing cycle for ACE and EIC, including use of the company's CRM system to issue and amend invoices, management of cancellations, amendments, and regular reporting as required, working closely with other members of the team.
- Act as an internal ambassador for the company's CRM, and support staff as required to use the system
- Issue ACE and EIC annual membership certificate and manage member website profiles

MISCELLANEOUS

- Stay abreast of the benefits of ACE and EIC membership and act as a champion for ACE and EIC member value.
- Regularly prepare and deliver Microsoft PowerPoint presentations and use of Microsoft Excel to carry out analysis of member statistics and to maintain membership team activity trackers.
- Additional tasks as required and in support of the team.

PERSON SPECIFICATION

TECHNICAL/PERSONAL SKILLS

- 2+ years' experience in a membership or business-facing customer service/administrative role
- Knowledge of using client relationship management (CRM) systems to managing records and extracting data for reporting

- Knowledge of using website content management systems (CMS) to update and manage website content
- Advanced knowledge of Microsoft Outlook, Excel, Word and PowerPoint
- Knowledge of the engineering consulting, environmental or built environment sectors (desirable)

KEY COMPETENCIES

Communication

- Effectively engage different individuals at all levels within an organisation, from young professionals to C-Suite leaders.
- Flex communication style to convey complex information concisely to different audiences, avoiding jargon and using simple language

Collaboration

- Actively embrace collaboration by breaking down barriers to siloed working, connecting with colleagues, teams and initiatives
- Strong team player, who is willing to proactively support members of the team to deliver collective aims.

Ability to adapt and learn

- Anticipate the 'what ifs' and actively plan to navigate them together with the team, seeking collaborative solutions
- Balance the need to follow systems and processes with the courage to identify when systems and processes do not align with the mission, or could be improved

Getting things done

- Overcome obstacles by taking initiative to identify and solving them as the default, while seeking help to address issues and escalating where appropriate.