

Job Description - Divisional Membership Manager

Job title:	Divisional Membership Manager
Division:	Future Faces & Asian Business Chamber of Commerce
Department/Division	Membership
Responsible to:	Commercial Director / Divisional Leads Team Leader
Contract:	Fixed-term, up to 12 months (maternity cover)
Location:	Birmingham
Salary:	£40,000

Main purpose of job:

The Divisional Membership Manager is responsible for coordinating and delivering membership activity, events programs, committee and partner engagement for both Future Faces and the Asian Business Chamber of Commerce (ABCC). As a fixed term, maternity cover position, the primary focus of this role is continuity of the member experience and member retention.

Working closely with membership committees, patrons, sponsors, partners and the wider Chamber team, the postholder will ensure the successful delivery of established activity plans, maintain strong member relationships and support membership growth and retention objectives.

The role will act as the primary operational lead for both divisions, managing committee engagement, coordinating events and communications, and ensuring that members, patrons and stakeholders receive a consistently excellent experience.

The postholder will contribute to wider Chamber membership and commercial objectives.

Key result areas:

Division Management & Committee Support

- Act as the primary day-to-day contact for Future Faces and ABCC members.
- Maintain effective working relationships with both divisional committees.
- Organise and coordinate committee meetings, including agendas, papers, actions and follow-up activity.
- Support committee Presidents and committee members in delivering agreed priorities and initiatives.
- Monitor progress against division activity plans and ensure actions are delivered on schedule.
- Provide regular updates and reporting on division activity, engagement and outcomes.

Events & Programme Delivery

- Coordinate delivery of the Future Faces and ABCC events programs in partnership with the GBCC Events Team.
- Support successful delivery of flagship events such as the Greater Birmingham Young Professional of the Year Awards and ABCC 40th Anniversary Gala Dinner. Support coordination of activity relating to awards promotion, sponsorship, awards entries and stakeholder engagement.
- Work with committees and key stakeholders to ensure events meet agreed objectives and member needs.
- In coordination with the event manager, liaise with venues, speakers, sponsors and delivery partners to ensure smooth event delivery as required. Support event promotion and attendee engagement.
- Represent the Chamber at divisional events and networking activities.
- Together with the GBCC Events team, evaluate event performance and gather feedback to support continuous improvement.

Membership Growth & Engagement

- Collaborate with Membership, Relationship Management and Business Development colleagues to support membership recruitment, retention and engagement targets.
- Identify opportunities to strengthen member participation across both divisions.
- Maintain regular contact with key members and membership/sponsorship prospects as required.
- Support member onboarding and integration into divisional activities.
- Encourage member involvement in committees, events, sponsorship opportunities and wider Chamber activity.
- Oversee delivery of the Future Faces Mentoring programme with support of the Future Faces Committee.
- Promote the value and benefits of membership to prospective and existing members.

Patron, Sponsor & Partner Relationships

- Develop and maintain strong relationships with divisional patrons, sponsors and strategic partners.
- Ensure patron and sponsor benefits are delivered effectively.
- Act as a key point of contact for partner organisations, venues, speakers and collaborators.
- Identify opportunities to strengthen partnerships and enhance member value.
- Lead patronage and sponsorship renewal conversations and partner engagement activity where required.

Marketing & Communications

- Coordinate delivery of Future Faces and ABCC member communications.
- Support the GBCC Media & Communications Officer in the production and distribution of newsletters, member updates, podcasts and promotional content.
- Work with the Marketing & Communications team to support campaign activity and event promotion.
- Manage divisional social media activity, including light touch content creation and posting across Instagram accounts (with support from the GBCC Media & Events teams)
- Ensure communications remain consistent with Chamber brand standards and objectives.
- Help identify member stories, achievements and case studies for promotion.

Wider Chamber Contribution

- Work collaboratively across Chamber teams to support organisational objectives.
- Share member intelligence and opportunities with relevant colleagues.
- Contribute to cross-organisational projects and initiatives where appropriate.
- Ensure CRM systems and relevant records are maintained accurately and consistently.

Other:

Health and Safety

- Comply with the Health and Safety at Work etc. Act 1974 and take responsibility for their own health and safety and that of other persons who may be affected by their acts or omissions.

Equality and Diversity

- Always carry out responsibilities in line with the Equal Opportunities Policy and Procedure.

Confidentiality

- Maintain confidentiality of information relating to clients, staff and other users of services in accordance with the Data Protection Act 2018 and UK GDPR, including outside the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

General

- This job description is not intended to be exhaustive. The postholder may be required to perform other duties as the organisation may reasonably require and will use their best endeavours to promote, develop and extend the organisation and its interests.

Conditions

- All offers of employment are conditional on eligibility to work in the UK and receipt of a minimum of two satisfactory references covering at least the last three years of employment, with any gaps explained satisfactorily. Whether references are deemed satisfactory is at the organisation's discretion.

Knowledge, skills & experience (person specification)

Requirement

Essential

Desirable

Education & knowledge	• Good general standard of education or equivalent practical experience. • Understanding of membership organisations, stakeholder engagement or customer relationship management.	• Understanding of the Greater Birmingham business community.
Experience required	• Experience of membership, stakeholder, client or account management. • Experience of organising professional events and networking activities. • Experience of building and maintaining relationships with senior stakeholders. • Experience of coordinating committees, boards or volunteer groups. • Experience of producing written communications and digital content. • Experience of working with CRM systems and digital communication platforms.	• Experience within a membership organisation, professional body, charity or business support environment. • Experience supporting sponsorship, partnership or patron programmes. • Experience supporting awards programmes or large-scale events.
Skills and aptitude required	• Excellent relationship-building and interpersonal skills. • Strong organisational and project management ability. • Strong written and verbal communication skills. • Ability to manage multiple priorities and deadlines simultaneously. • Confidence in dealing with senior business leaders and stakeholders. • Ability to work collaboratively across teams and departments. • Social media and digital communications capability, particularly content creation and scheduling. • Good attention to detail and administrative accuracy.	• Experience managing Instagram and other social media platforms for professional audiences.
Personal qualities	• Professional, approachable and confident. • Highly organised and proactive. • Strong customer and member focus. • Positive and collaborative team player. • Adaptable and resilient. • Able to build credibility quickly with a wide range of stakeholders. • Passionate about supporting business growth, professional development and diverse business communities.	
Practical circumstances	• Ability to travel within the region and occasionally beyond it for meetings and events. • Flexibility to attend early morning or evening business events (c.3 per month)	

Please note that all applicants must have the right to work in the UK.

Declaration

Manager name:			
Signature:		Date:	
Staff member name:			
Signature:		Date:	