

POSITION DESCRIPTION

Member Engagement and Projects Manager

Location:	Australia House, Strand, Central London
Salary:	£40,000 - £42,000
Reports To:	Chamber CEO
Requirements:	Candidates must be eligible to live and work in the United Kingdom

Australia-United Kingdom Chamber of Commerce

The Australia-United Kingdom Chamber of Commerce is the independent UK-based membership organisation connecting the business community and professionals with interests in both Australia and the UK. With a diverse membership and network as well as trusted partnerships across the Australian and British Governments, we are the platform for industry to access and influence Australian-UK business intelligence, policy development, audiences and bilateral trade opportunities. See more at australiachamber.co.uk

Context of Role

The Australia-UK Chamber of Commerce is seeking a proactive and outcomes-oriented professional to manage our Member Engagement and Special Projects. Reporting directly to the CEO, the successful candidate will have excellent stakeholder management skills, with a track record of successful member or client acquisition and care. With several issues and opportunities facing our Members, including the negotiations of the Australia-UK Free Trade Agreement, the successful candidate will demonstrate a strong commercial awareness of the business, public policy and other issues impacting on the broader business environment. They will be a strong verbal and written communicator with excellent analytical skills. They will be committed to contributing to the collective objectives of the Chamber through engaging and growing our membership base and working collaboratively with the team to drive projects to enhance Member value.

Key Responsibilities

Managing the Chamber's Membership Services and Engagement function:

- Engaging closely with Members to ensure ongoing retention through the development and execution of clear account management and care plans
- Developing and executing plan for identifying and acquiring new Members
- Acting as the primary contact for new and potential membership enquiries

- Deepening engagement with Members, particularly Business and SME Members on new partnership/sponsorship opportunities
- Working closely with Members to ensure they capture the full benefits of Chamber membership including making introductions across the network and sharing Member content across Chamber channels
- Managing the membership renewal cycle and managing membership information in our CRM system alongside our Marketing and Membership Services Administrator
- Working with the team to implement relevant membership advice, governance and policies
- Coordinating and reporting Chamber membership data

Managing Member and Other Special Projects

- Working to the CEO's direction on a diverse range of special projects which may include:
 - Coordinating our Australia – UK Trade Policy Committee and other projects related to our Australia – UK Free Trade Agreement
 - Coordinating Chamber thought leadership content via our events programme and publications including our Business Insight Reports
 - Coordinating trade and public policy submissions or advice to Government
 - Developing media engagement strategy on key Chamber themes and topics
 - Managing new Chamber marketing and advocacy content strategy via digital (website and other channels), written, videos, podcast and other media platforms

Supporting the Chamber's Events Programme:

- Supporting our Events Coordinator to craft compelling events copy and communications
- Working with the Events Coordinator to engage and encourage Members to attend events
- Attending and supporting the delivery of Chamber and affiliate events

Traits and Skills Required

- A committed and well-presented individual with experience developing quality business connections and working relationships with a range of stakeholders
- Proactive and adaptable with exceptional communication skills
- Demonstrated organisational skills with ability to manage multiple projects
- Demonstrated ability to write and edit clear, accurate and compelling copy
- Demonstrated interest/experience in trade and public policy desirable
- Interest/experience in and understanding of Australia desirable
- Able to work collaboratively in a small team as well as independently
- Proficient in using web and mobile platforms including Twitter, Mailchimp, Eventbrite, LinkedIn, Wordpress and website content management systems
- Comfortable working across Word, Excel and Powerpoint to create polished content, agendas and briefings
- Experience using a CRM system desirable

Benefits

- Opportunity to develop a first-class bilateral network of government and business contacts
- Contribute to the leading Australia-UK business body in the UK at a critical time during the negotiations of the Australia - UK Free Trade Agreement
- Friendly working environment based at Australia House in central London with a dynamic and close-knit team
- Attend and support delivery of prestigious events with business and government leaders from both Australia and the UK
- Work with a range of business and government members including the Australian High Commission, Australian state Governments, multinational companies and high-growth international businesses
- Training and development opportunities

Application process

To apply for the role please send your CV and cover letter to hello@australiachamber.co.uk by 6PM Friday 15th January 2021. We will accept applications up until the closing date however we encourage you to apply as early as possible.

All applications must include a cover letter addressing the above Key Responsibilities and Traits & Skills Required. Any applications which do not include this will not be considered.

Applicants must be eligible to live and work in the UK- please provide details of this in your cover letter or CV.

For more information please contact the Australia – United Kingdom Chamber of Commerce at 020 7099 8444, or email hello@australiachamber.co.uk