

## LONDON CHAMBER OF COMMERCE AND INDUSTRY

### JOB DESCRIPTION

<b>Job Title:</b>	Member Experience Manager
<b>Reporting to:</b>	Head of Community and Member Relationships
<b>Team:</b>	Membership and Events
<b>Contract:</b>	12 Month Fixed Term

### About London Chamber of Commerce and Industry

London Chamber of Commerce and Industry (LCCI) is the voice of London business and the premier sounding-board for engagement with businesses in the capital. As the capital's largest independent business network, we enable businesses to work together in order to prosper individually and contribute to the collaborative economy of London, and ultimately to that of the UK. We help to create and maintain London's position as the world's most dynamic, connected, equitable and sustainable city in which to work, live, and visit.

We promote and support London not just as a large full-spectrum economy and as capital of the UK, but as a global city responsible for the defense of free and fair trade and the promotion of peace.

### Purpose of the Role

Reporting to the Head of Community and Member Relationships, the Member Experience Manager will be responsible for leading on initiatives aimed at maximizing retention rates and member engagement with LCCI.

### Key responsibilities

- Ensuring that the onboarding of new LCCI members is completed successfully
- Ensuring that the 'thanks for renewing' journey is implemented
- Engaging with members by email, telephone and in person to ensure that they see their Chamber membership as a journey and one that delivers return on investment
- Creating and monitoring reports to identify and contact disengaged members at the earliest opportunity
- Encouraging members to regularly attend Maximise Your Membership meetings, other events and to take advantage of other services that can support their objectives
- Coordinating the surveying of members and implementing necessary changes to ensure maximum levels of customer satisfaction
- Identifying and promoting opportunities for new service development
- Coordinating regular feedback groups amongst various cohorts within membership
- Identifying and supporting efforts to launch new LCCI member services that are likely to be widely used and assist with membership retention
- Managing and coordinate the LCCI Ambassadors scheme
- Seeking feedback from recently resigned members to ensure any required actions are implemented

### **General responsibilities**

- Playing an active part in team meetings, staff meetings and other internal communication
- Keeping up to date with all LCCI activities, services and initiatives through regular liaison with other teams and use of the LCCI Intranet
- Presenting an efficient, professional, and positive image of LCCI
- Observing the Chamber's quality standards and contributing to their improvement
- Following all LCCI policies and procedures accurately and in good time
- Any other tasks as allocated by the Head of Membership and Community Relationships or his designate, as appropriate to the seniority of the role

### **Person Specification**

- Experience in Account Management and renewals
- Strong customer orientation with a focus on customer insight to drive improvements
- Ability to build sectoral and special interest and knowledge and keep abreast of issues and trends
- Commercial awareness with strong persuasion and negotiation skills
- Numerate with financial awareness
- Strong networking and relationship skills, ability to communicate at all levels
- Excellent interpersonal, verbal, written and telephone communication skills
- Ability to adapt creatively to stakeholder and customer needs
- Strong and collaborative influencer, able to operate effectively at all levels
- Team player, also able to work independently with high levels of personal drive
- Highly performance and target oriented with a focus on continuous improvement
- Highly organised, able to prioritise and effective administration
- Data management
- Proven ability to deliver against or exceed targets
- Willing to attend events and trade shows out of hours
- Proficient with Microsoft Office and CRM databases

### **Desirable**

- Good Understanding of London and its business community
- Understanding of the Chamber environment and movement

April 2022