

<b>Job title</b>	<b>Lincolnshire Food &amp; Drink</b>
<b>Contract</b>	Part Time
<b>Base</b>	Lincoln / Peripatetic
<b>Reporting To</b>	

Lincolnshire Chamber of Commerce vision is to help create a sustainable and connected economy for Lincolnshire businesses. We strive to do so by connecting and supporting Lincolnshire businesses to grow and prosper.

As a not-for-profit organisation, the Chamber reinvests membership subscriptions into providing services that directly benefit those members. In all the work we do with and for us to grow our membership we ensure we focus on our three strategic priorities of People, Planet and Progress.

### MAIN JOB PURPOSE

This role is the primary access point for members and partners to our sector specific membership Lincolnshire Food & Drink. It requires the post holder to recruit and relationship manage a portfolio of members. They will be a need to provide information, advice and guidance to support members. It will require an individual to have a strong range of knowledge of the key sectors (agriculture, horticulture, food, drink, tourism, retail and hospitality).

### KEY RESPONSIBILITIES

- Be our primary first point of contact for Lincolnshire Food & Drink, to ensure a coherent approach, joint working and maximisation of the brand.
- Grow new membership count
- Undertake prospecting activity to develop warm leads pipeline
- Search, develop and introduce business development opportunities for the members.
- Attend DEFRA SME Forum and Food From England meetings as a representative of Lincolnshire Food and Drink.
- Undertake a regular member contact programme to proactively seek to satisfy members needs by seeking to successfully deliver new and innovative solutions to common issues raised.
- Provide members with support, advice and guidance.
- Provide feedback on ideas and opportunities e.g. more effective working ideas and Membership service delivery improvements etc.
- To work closely with the finance team to ensure that full Chamber membership subscriptions and renewals are undertaken within an agreed service standard. Joint dealing with lapses or requests to resign.
- Ensure relationships with members are strengthened by initiating a member 'care call programme', to assist with member retention and new member induction.
- Collect/ update/ validate essential Management Information on member interaction on our CRM, where applicable.
- Support collaborative membership activities.
- Attend a variety of events including networking events to actively promote membership and opportunities for members (occasionally some will be out of hours).
- Support regular social media interactions.
- Work with the marketing team to promote the membership, benefits and members including a monthly newsletter.

- Working with the PR & Marketing support on annual surveys / audit.
- Representation and promotion of the brand, County and members at third party events.
- Working with the Chamber's Events lead on development of a proactive and appropriate value adding events activity plan for the year.
- Liaise and contribute to the GLLEP Food Board and Food Valley for
- Act as the Chamber representation on the Co-opted Council for the Lincolnshire Agricultural Society.

#### **PERFORMANCE INDICATORS FOR THE JOB**

- Achievement of agreed operational targets, most importantly number of members and member satisfaction.
- Consistent demonstration of first-class service externally to members, internally to entire organisation and key partners. In line with service level agreements and organisational targets of customer satisfaction. Including speed and accuracy of response (e.g. three rings,)
- Deliver service in accordance with defined standards and quality procedures
- Evidence of close joint working with colleagues

#### **ESSENTIAL REQUIREMENTS**

##### **Experience & Skills**

- High levels of knowledge from working with businesses in the following sectors (agriculture, horticulture, food, drink, tourism, retail and hospitality)
- Business support experience
- Working within agreed time scales, with high volumes of work and targets.
- Making pro-active telephone calls to prospective and existing members.
- Maintenance of a customer database
- Developing relationships
- Knowledge of the needs of membership organisation
- Accurate data entry
- Good communications both written and verbal
- Excellent organisational and time management skills
- Team worker
- Collating customer feedback
- Excellent empathetically listening skills
- A good knowledge of Microsoft Office Applications e.g. word, excel and outlook

##### **Personal Qualities/Attitudes**

- Excellent communicator and rapport building skills
- Passion for membership delight
- Confidential professional approach
- Highly motivated self-starter with initiative.
- Smart appearance
- Good timekeeper
- Adaptable

##### **Desirable Requirements**

- A full understanding of sales & marketing concepts
- Small project management experience
- Experience of budget control
- Sales and Marketing experience