



Job Description

Job title	Ruland Chamber of Commerce Membership Development
Contract	Part Time
Base	Oakham - Rutland / Potentially Hybrid
Reporting To	

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

Lincolnshire Chamber has recently been allowed to operate as the Chamber of Commerce in Rutland. For this role the jobholder will be identified as the working for Rutland Chamber, and the Chamber being part of the Lincolnshire Chamber family.

MAIN JOB PURPOSE

This role will be the primary point of contact for members and key stakeholder of the Rutland Chamber. They will be responsible for recruiting new members, building relationships, retaining members, providing business support (advice, guidance and signposting), developing member-led initiative and working with the wider Chamber team to deliver value adding activities.

KEY RESPONSIBILITIES

- Be the primary contact to manage and support Rutland Chamber members.
- Recruitment, development and retention of new Chamber members.
- Undertake prospecting activity to develop a warm leads pipeline
- Proactively meet members needs with additional products and services
- Seek out and develop commercial income opportunities
- Deliver presentations and represent the Chamber at events, as required including presenting the membership offer.
- Develop lasting relationships, whilst seeking to exceed member expectations (through advice, support and/or signposting)
- Maintain and manage relationships with key stakeholders and influencers
- Ensure that the CRM is fully updated with all leads and opportunities, produce reports and maintain membership data
- Help develop an event programme that meets member requirements in the area
- Attend internal and external networking events
- Plan and deliver campaigns (with the support of the wider team)
- Cross sell additional products/services
- Gathering intelligence to inform future member benefits

Skills and Experience

- Experienced in supporting business growth
- Relationship building
- Strong presentation skills
- Exceptional levels of customer service
- Ability to communicate with people at all levels
- Strong sales / negotiation skills
- Able to work on your own initiative and as part of a team
- Strong problem-solving skills and results orientated
- Excellent time management skills
- Excellent organisational skills
- Strong working knowledge of CRM's

Personal Qualities

- An outgoing and likable personality
- Confident and authoritative speaker
- Highly self-motivated and driven
- An 'outside the box' thinking approach
- Ability to work in a fast-paced target driven environment
- The ability to handle pressure, objections, meet targets and deadlines
- Flexible working attitude
- A team player with a willingness to learn and be open to new ways of working

Requirements

- A full driver's licence with business insurance (Access to a car considered essential as visits to members and events around the county are required)

Desirable Requirements

- Information, advice and guidance experience at all levels of business
- Experience of working in a not-for-profit /membership environment
- Knowledge of the local area
- An in-depth knowledge of the industry and its current events
- Knowledge / experience of key business sectors within Rutland