

BRITISH WOODWORKING FEDERATION JOB DESCRIPTION

JOB TITLE: Membership Liaison Manager

REPORTS TO: Membership and Training Director

Location: Field based, with regular UK travel

JOB DESCRIPTION

Overview

This critical role is designed to act as a vital pivot point between BWF and the membership, both responding to membership enquiries and proactively developing relationships. Engaging with the BWF Membership is central to the position, to support the delivery of BWF services, shaping our work and policy and maintaining a high benchmark for the joinery industry.

Membership

- Acting as a pivot point between the BWF and the membership, focussing on account management
- Increasing the uptake of members services, including additional paid-for services part of the BWF training portfolio and ToolKit+ Services
- Supporting new membership recruitment and developing and supporting guidance and helplines for BWF Members.
- Managing the BWF Code of Conduct for the membership, aiding bringing companies to compliance, coordinating audits and managing complaints.

Engagement

- Advising members on issues related to the Federation's technical, policy and promotional work.
- Supporting the helpline and responding to queries and market related queries from BWF Members (principally by telephone).
- Supporting the development of the BWF's range of guidance notes.
- Supporting the communications team in generating BWF online advice
- Supporting BWF Marketing Schemes in a technical capacity.

Committees & Meetings

- Organising regional meetings, using field-based knowledge gained with members to inform content, and driving attendance
- Aiding in the organisation of the BWF's Annual Conference (Members' Day) and Annual Dinner & Awards

Miscellaneous

- Any other tasks which the Director considers falls appropriately within the role of the Membership Manager to ensure a reasonable and balanced workload.

PERSON SPECIFICATION**Essential**

- A confident, enthusiastic, personable individual, highly motivated to provide excellent service, and who understands and accepts the responsibility of being the frontline representative of the BWF
- Ability to problem solve, think creatively and strategically, and scope solutions that would positively supplement the BWF service offering
- Good relationship building skills
- Proactive and able to work remotely
- Good oral and written communications skills
- A clean UK drivers' licence

Desirable

- Demonstrable knowledge of joinery and woodworking sector
- Direct experience of working in one or more of the BWF membership's activities or an associated construction industry background
- Previous sales experience
- Experience in providing technical advice to a wide range of queries
- Awareness and understanding trade associations or membership organisations, their role and their relationship to their members
- Good telephone manner
- IT skills (Word, Powerpoint, Excel, internet, database, professional social media).

REMUNERATION 2016

Dependant on experience

IM/CPA

Jan 2016