

Job Description

itSMF UK have an opportunity for someone to join our great team. Please review the job description below and apply using a cover letter and up-to-date CV. Please also include details of your availability (i.e. current notice period) and salary expectations.

Role Title:	Member Engagement Manager
Reporting To:	Head of Member Services
Role Purpose:	<p>Proactively consult, engage and work with members based throughout the UK in order to gain an understanding of their requirements. Ensure itSMF UK membership benefits are clearly understood, relevant events promoted and that opportunities for member development/support are identified. In addition, identify and target prospective members.</p> <p>Working as part of a small team, the candidate must have excellent customer service, organisational and time management skills. Must be IT literate and hold a full driving licence. Social media marketing and event/training co-ordination experience and knowledge of the ITSM industry beneficial.</p>
Employment Type:	Full-time (Mon-Fri)
Salary:	£26,000 - £28,000 pa
Location:	Bracknell but with some national travel and occasional overnight stays required.

Key Accountabilities	Key Elements/Tasks
Existing Members	<ul style="list-style-type: none">• First point of contact for members• Manage daily member queries via telephone, live 'chat' or email• Monitor and manage member requirements whether it be ad-hoc/booked review telephone calls, emails or meetings• Arrange meetings to present member benefits and support member engagement with Head of Member Services (HofMS) and/or Head of Professional Services (HofPS)• Proactively promote member benefits and all events to members (including any offers) via telephone, email, social media• Maintain member active working sheet• Attend client internal specific events to promote membership benefits and engagement
New Member Attraction	<ul style="list-style-type: none">• Plan and execute new member initiatives in conjunction with HofMS• Follow up with any non-members that have attended events to encourage membership• Arrange meetings to present member benefits with HofMS and/or HofPS

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Events	<ul style="list-style-type: none">• Monitor member registration numbers for events• Prepare and send personalised emails with promotional offers• Prepare SurveyMonkey feedback forms, print for member packs• Prepare member packs for events• Prepare and send joining instructions to delegates prior to start date• Prepare delegate list and send to facilitator and venue with dietary requirements• Gather feedback from delegates and prepare feedback summary/reports• Prepare proposals for onsite event requests and tailored membership packages• Occasional travel to events throughout the UK when required, i.e. Conference, SIG Focus Days and specific masterclasses etc• Capture contact info for members interested in hosting events and/or speaking/presenting
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About itSMF UK	<p>Based in Bracknell, Berkshire itSMF UK is the country's leading membership association for service management professionals – with members ranging from individual service management practitioners to large multinational organisations.</p> <p>itSMF UK and its partners provide members with the knowledge, education, assets, and capabilities required to improve both their service management activities and the business outcomes they result in.</p> <p>See itsmf.co.uk for more information.</p>
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