

CORNWALL CHAMBER OF COMMERCE & INDUSTRY

Application Pack

Thank you for requesting details of our vacancy for Membership Manager. This pack is designed to explain a little about us and offer sufficient detail about the post and the recruitment process for you to make an application. If you require further information, please do not hesitate to call us. Included here you will find:

Page

1	Background to the post
3	Job description and key responsibilities
5	How to apply
6	Application form
11	Person specification
12	The Board of Directors

Background to the post

The Cornwall Chamber of Commerce and Industry was established in 1988 and is a member of the Accredited Network of [British Chambers of Commerce](#). It is an independent, local organisation whose purpose is to improve the prosperity and competitiveness of Cornish businesses.

We are the principal point of connection for hundreds of businesses in Cornwall. We support a dynamic network that provides services and influence on a local, regional and national basis.

Probably our most famous 'product' is the monthly Chamber Breakfast, where 100+ business people get together to network and hear the latest developments. In addition to this we provide other networking events, trading opportunities, export documentation and a useful signposting service; linking members and providing information and contacts.

In addition to individual companies, many business membership organisations see the benefit of working with us. To make the most of partnership opportunities, broaden membership offers and strengthen the "business voice" we have developed an affiliation scheme.

This means that we have a core membership of almost 400, plus another 1,400 businesses that have a connection with us.

Our close links with Cornwall Council and the South West Regional Development Agency provide useful links for regional influence. Our membership of the British Chambers of Commerce, the national body representing the interests of 55 regional Chambers, gives us an opportunity to

add our voice to the national policy process, lobbying at the highest levels of government for businesses in Cornwall.

That link to the national body also provides a series of added value products negotiated using the significant scale of the UK network. These include insurances, finance, legal services, a Chamber Connect card that links to 100,000 businesses across the country, and an online business trading platform.

This provides a set of opportunities that is quite unique in Cornwall. The Cornwall Chamber is enjoying a real resurgence and we are looking to recruit a Membership Manager who can continue to build on our success to date.

CORNWALL CHAMBER OF COMMERCE & INDUSTRY

Membership Manager - job description and key responsibilities

This role represents the key point of contact with our members. It focuses on creating new relationships and revenue generation to grow the Chamber for the benefit of all members.

The role is responsible for

Achieving sales targets – new members, events and additional products
Maintaining existing relationships to encourage renewals
Development of new products and services for members
Making connections between members to encourage greater value in membership ('signposting')

Tasks are very varied but include:

- The generation of leads through telephone calls, mailing, advertising and e-marketing.
- Face-to-face discussion with businesses about their needs and requirements.
- Providing advice and practical support to members to ensure that they obtain full benefit from their membership.
- Attendance at and support of the Chamber's own networking and promotional events to promote membership.
- Attendance at other networking opportunities.
- Developing and maintaining links with other professional and trade bodies as well as public-sector initiatives aimed at "the private sector".
- The reporting and record keeping necessary to support normal day-to-day management. In particular, maintenance of the core database.

It is anticipated that a minimum of one day per week will be spent in the Redruth offices participating in team meetings and completing administrative tasks. The remainder of the time will be spent 'in the field' generating new members, supporting existing members and attending Chamber events as necessary.

The Membership Manager is required to have their own reliable transport which must be insured for business purposes, and a full driving licence. Mileage is paid for business journeys.

The Team

The Membership Manager is a key part of our small team which currently includes:

Amanda Rule – Event and Office Manager. She takes care of all behind-the-scenes administration and the organisation of events.

Richard Glover – Chief Executive. The usual tasks of leadership and management.

Membership Support – a new post in recruitment now. This will provide ongoing support for members, providing a more-office-based point of contact. This to take care of responses to queries, web management etc.

Organisational Structure

The post is line-managed by the Chief Executive. The Company has a Board of Directors that meets at least six times each year to check on progress, suggest new business approaches, agree annual budgets and so on. The current Board is listed on page 12.

Key conditions of work

Contract Permanent, full time.

Pay Starting salary £19,000 + agreed commission (ote £26,000) per annum; salary reviewed annually at the discretion of the Board

Holidays 20 days in each qualifying year, plus public holidays

Hours 35 hours per week. From time to time staff may be required to work unsociable hours, e.g. evenings and weekends.. Reasonable time off in lieu will be given for any hours worked beyond 35 in any one week.

Place of work The main office is the Chamber Office, Stanley Way, Cardrew Industrial Estate, Redruth TR15 1SP. The nature of this post means that much of the time will be spent “off site”.

Pension None

Smoking We have a no smoking policy, details of which are available on request. The policy allows for ‘smoking breaks’ and there is a designated area for this purpose.

The employer is Cornwall Chamber of Commerce & Industry Ltd, company No. 2221610 Limited by Guarantee Registered in England and Wales. Registered Address: 3 Cross Lane, St Austell, Cornwall, PL25 4AX.

Equal opportunities

The Cornwall Chamber operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, trade union membership or non-membership, religious beliefs or cultural heritage. This applies in all we do, including our employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.

How to apply:

Please use the form supplied. Please note that your application will be assessed according to your fit against the essential criteria shown in the person specification and then the desirable criteria. It is in your interest to show how your experience, skills and personal qualities match those criteria. Remember that you can include not only experience gained in paid employment or self-employment, but also relevant experience and skills gained in voluntary work, domestic/family duties etc. Note that we cannot consider a CV as an application, though supporting materials can be accepted.

We actively encourage the submission of this application by email. If you are completing the application form on paper, please use black ink to help us photocopy it; add whatever supplementary forms you see fit.

If you are completing the form electronically, please take whatever space is necessary for your replies; you can add any supplementary files as attachments. Please use Word 2003 or before; if using Mac please save files as RTF (Rich Text Format).

Please send your application form to:

work@cornwallchamber.co.uk

Or

Amanda Rule

Cornwall Chamber of Commerce & Industry, Chamber Office, Stanley Way,
Cardrew Industrial Estate, Redruth TR15 1SP

Deadline for receiving applications: 12 noon Tuesday 16th March 2010.

NB: interviews for this post will be held on **Monday 29th March 2010**.

For further detail regarding the Cornwall Chamber, the vacancy or the recruitment process, you can telephone 01209 216006 or e-mail

work@cornwallchamber.co.uk

Application form - Membership Manager

1. Personal details

Name:

Address:

Are you eligible to work in the UK? (Y/N)

Phone: (daytime)

Phone: (evening)

Can we contact you at your daytime phone number? (Y/N)

E-mail:

Are you available for interview on notified dates? (Y/N)

If successful, how soon would you be able to start?

Where did you see this post advertised?

2. Education/training

Please fill in all your relevant education and training in full, including the establishment where you obtained qualifications. Include details of non-accredited short courses. Use a separate sheet if necessary

College/School etc

Subject/training

Level Date gained

3. Current employer

Name and address:

Position/s held:

Full time or part time?

Date employment commenced:

Present salary:

Number of days absent in the past year due to illness or health problems:

Brief outline of duties/responsibilities:

4a. Previous employment experience

Please give us your employment details for the past ten years

<u>Dates</u>	<u>Name/address of employer</u>	<u>Brief description of duties and reason for leaving</u>
--------------	-------------------------------------	---

4b. Any voluntary experience that may be relevant:

4b. (cont.)

5. Your skills and experience:

IMPORTANT

Please use this section to comment on your qualifications to meet our person specification. **Please supply separate sheet/s using precisely the same headings as in the person specification including both essential and desirable criteria.**

Please note that applicants who cannot fulfil all the essential criteria will not be shortlisted.

6. References

Please supply details of two referees. One should be from your current or most

recent employer. The other should be an independent professional rather than personal contact.

Please tick here if you do not wish us to take up references with your employer before the interview:

<u>Referee name</u>	<u>Job title/contact details</u>	<u>Relationship to applicant</u>
1.		
2.		

Declaration

I certify that the information I have given on this application form is accurate and correct to the best of my knowledge. I consent to the Cornwall Chamber of Commerce & Industry checking any of the details on this form. I understand that the supply of inaccurate or incorrect information, or omission of any material information from this application form, may result in the withdrawal of any offer of employment, or termination of employment.

Signed

Date

Please return this form by 12 noon on Tuesday 16th March 2010

by e-mail to work@cornwallchamber.co.uk

by post to Amanda Rule, Cornwall Chamber of Commerce & Industry,
Chamber Office, Stanley Way, Cardrew Industrial Estate, Redruth, Cornwall
TR15 1SP

Membership Manager

THE PERSON SPECIFICATION

Essential criteria

A minimum of two years' broad, hands-on experience in a sales and marketing environment

Proven ability to deliver on targets

Excellent interpersonal skills, with the ability to relate to people at different levels of an organisation

Excellent organisational and administrative skills with the ability to self-motivate; in particular, excellent time-management skills

Flexible, adaptable, able to work on own initiative, with a positive can-do attitude

Ability to work to deadlines as part of a close-knit team

A high level of computer literacy; particularly in the use of Windows and major word processing, spreadsheet and database software

Own, reliable car/transport, with full licence to drive/operate

9. Commitment to Equal Opportunities and environmental efficiency practices

Desirable

1. Well known and respected in local networks
2. Relevant qualifications/education
3. Use of Microsoft Outlook as a diary/contact management tool
4. Proven experience of web/e-marketing

Chamber Directors

Martin Follett (Chairman)
Sally Butler
Denise Major
Mike Coombes
Richard Simeons
Simon Ashmore
Jacky Swain
Peter Sugden
Andrew Hosking
Martyn Pearson
Michelle Kirk
Ian Lamond
John Larke
Toby Parkins
Murdo Mace
Joseph Swain
Jeff Lenihan
Mark Picken
Sue Hook

Michelmores
Cornwall College
HSBC
Air Southwest
Cornwall RFU
Azhora Ltd
Commercial Estates
Exhibitions South West
WES Ltd
South West Manufacturers' Advisory Service
Clowance
Stephens & Scown
Cornwall Development Company
UKNetweb
Midas Construction
Joseph Swain Media
Worldwide Financial Planning
MPAD
Sapience HR