



Greater Manchester
Chamber of Commerce

Live Vacancy

Role – Membership Account Manager

Salary – Dependent on Experience

Reporting to – Membership Management Team

Working Hours – 30 / 4 Day Week

The Award-Winning Greater Manchester Chamber of Commerce provides first-class business support to a diverse Membership of companies from all sectors. Greater Manchester Chamber of Commerce is the UK's largest Chamber of Commerce working with over 4,200 business members accounting for over a third of the Greater Manchester workforce. The Chamber is focused on helping businesses to thrive locally, nationally, and globally. Located in the iconic Grade-II listed Elliot House on Deansgate – the Chamber provides an opportunity to work at the heart of the city centre while also working with business throughout all areas of Greater Manchester. We are an Investors in People Gold accredited organisation with a focus on developing our staff by providing a vibrant and enjoyable working environment.

Job Summary

In this role you will work as a part of a dynamic team to engage with businesses of all sizes throughout Greater Manchester. Using strong communication skills, you will provide businesses with guidance and support – helping them to thrive by maximising use of their Membership with the Chamber of Commerce. Although this is achieved predominantly through phone activity, you will also be involved with face-to-face meetings and able to attend a wide variety of events. As part of this role, you will represent the company at a wide variety of events growing your network and introducing new companies to the Chamber of Commerce. The Chamber highly values the wellbeing and work/life balance of our staff by operating on a 4-day work

Team Structure

Please note that structure of the Membership & Commercial department is to create a fluid and dynamic working team. Whilst each person will have a specific role, all members of the team will be expected to fulfil all functions of membership to contribute to the team's success. This may mean focus shifts throughout the FY. All team members will be supported in doing this, and training will be provided where appropriate.

Duties & Key Responsibilities

- Engaging effectively with businesses of all size and sector by phone, email and face to face.
- Using a consultative approach to understand the needs of our business members and to promote the relevant GMCC services to best support them.
- Raising awareness of the benefits available to members of the Greater Manchester Chamber of Commerce.
- Creating referrals to both in-house and external Membership Services.



Greater Manchester
Chamber of Commerce

- Attending networking events (both as a delegate and host), growing the GMCC network and positively representing the Chamber at all times.
- Develop a strong working relationship with the wider Chamber of Commerce team to ensure we provide the best possible levels of service to our Members.
- To provide exemplary customer service to both GMCC Members and non-Members at all times.
- Identifying opportunities and upselling sponsorship, commercial opportunities and partnerships.

Key Skills & Standards

- Ability to communicate effectively at all levels internally & externally.
- Comfortable working to targets & KPI's.
- Confident with relationship development and up-selling of services.
- Focus on Member satisfaction and consistently delivery high levels of service.
- A professional manner, attitude and a flexible approach to work.
- A strong telephone manner.
- Administrative and Organisational Skills.
- Experience of working in an account management/customer service capacity is desirable.
- The ability to work with sensitive and confidential information in a professional manner.

The Greater Manchester Chamber of Commerce is a committed Equal Opportunities Employer. A copy of our policy can be requested from the HR Department.

Should you wish to apply for this role, please send a cover letter and CV to MMT@gmchamber.co.uk.

<https://www.gmchamber.co.uk/>