



Greater Manchester
Chamber of Commerce

Live Vacancy

Role – Membership Account Manager

Salary – Dependent on experience

Reporting to – Head of Membership

About Greater Manchester Chamber of Commerce

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 3,500 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. 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.

Role Summary

In this role, you will be a key member of a high-performing team responsible for engaging with businesses of all sizes across Greater Manchester. You will use your strong communication and relationship-building skills to provide strategic guidance and tailored support, enabling organisations to fully leverage the value of their Chamber of Commerce membership.

While the role has a strong focus on proactive telephone engagement, you will also lead face-to-face meetings with senior stakeholders and represent the Chamber at a wide range of high-profile events. You will play a key role in expanding the Chamber's network, building long-term relationships, and identifying opportunities to onboard new member organisations.

The Chamber places a strong emphasis on employee wellbeing and work-life balance and operates a 4-day working week

Main duties and responsibilities

- Engaging effectively with businesses of all size and sector by phone, email and face to face interactions, building strong and lasting relationships.
- Using a consultative approach to understand the needs and proactively align relevant GMCC services, opportunities, and support to help them achieve their business objectives.
- Raise awareness and drive utilisation of the full range of membership benefits, ensuring members maximise the value of their membership.
- Proactively manage a portfolio of members, developing relationships to drive engagement, satisfaction and retention.
- Monitor member engagement levels and proactively identify at-risk members, taking action to re-engage and improve retention outcomes.

- Identify and create referrals to both in-house and external Membership Services, ensuring members are connected to the most relevant support.
- Attending networking events (both as a delegate and host), growing the GMCC network and positively representing the Chamber at all times.
- Work collaboratively with the wider Chamber team to deliver a joined-up, high-quality member experience.
- Deliver a high standard of customer service to both members and non-members, acting as a key ambassador for GMCC.
- Identifying opportunities and upselling sponsorship, commercial opportunities and strategic partnerships where appropriate.
- Gather member feedback, business challenges, and insights, feeding this back into the organisation to inform service delivery, events, and policy activity.
- Maintain accurate and up-to-date member records within the CRM system.

Knowledge, skills and experience

- Ability to communicate effectively with stakeholders at all levels, both internally and externally.
- Strong relationship-building skills, with confidence in developing accounts and identifying opportunities to upsell services.
- Commercial awareness and a results-driven mindset, with experience of working to targets and KPIs.
- Experience working in an account management or customer service role (desirable).
- Confident using CRM systems with the ability to accurately record and utilise data.
- Ability to analyse member engagement and identify opportunities, trends, and potential risks.
- Highly organised with strong administrative and time management skills, and the ability to prioritise workload effectively.
- A proactive and self-motivated approach to managing a portfolio of members.
- Strong telephone manner and confidence in face-to-face networking environments.
- Commitment to delivering high levels of customer service and member satisfaction.
- Professional attitude with a flexible approach to work.
- Ability to handle sensitive and confidential information with discretion.

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 reet.sercombe@gmchamber.co.uk

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