



**JOB TITLE: Membership Assistant**

**LOCATION: Home working (regular travel into London required)**

**SALARY: £25,000**

**REPORTING TO: Membership Manager**

**Closing Date: 15th Jan**

### **Job Overview**

The Zero Carbon Forum is a membership based non-profit industry collaboration of hospitality operators to design and implement a net zero roadmap. It provides members with best practices, annual benchmark reports, collaborative initiatives and monthly working groups.

We're a small team that's growing fast and looking for people that can help us turn our growth into meaningful action on climate change. The Membership Assistant provides vital communications, content and admin support to the team and reports to the Membership Manager

You will support our members on their decarbonisation journey through making sure we operate efficiently, and by providing well organised, timely and impactful member administration. Your work will be highly visible and make a big difference to the day today experience of our members.

### **Key Objectives**

You'll support our member operations, ensuring we deliver a smooth experience from onboarding through to renewal

You'll contribute to member satisfaction, and you'll help us measure that well.

You'll be involved in creating and updating our content programme which supports members to build and implement their own net zero plans

You'll provide key admin support and guidance to ensure all members meet their data submission deadlines for their company action plans, carbon footprints and net zero plans.

You'll support our member growth plans, by helping us manage and record keep across our sales pipeline, maintaining well organised data and segmented communications

You'll help out on event logistics for our larger in person events and be a face of our team to our members.

## **Key outcomes and measures**

Quickly build positive relationships with the team and with members  
New members have a good experience and become highly engaged  
Our member communications are relevant, timely and accurate, and driven by a well organised database

## **Requirements and person spec**

Well organised and with great attention to detail  
Comfortable writing content and marketing communications  
Interest/passion for being part of tackling the climate crises  
Able to prioritise and provide support to senior team members with differing priorities  
Experience in a customer facing B2B role, and empathy for our hospitality customers  
Comfortable in changeable environment and taking ownership of getting things done  
Experience of CRM, Mailchimp or similar email software, and creating segmented communications  
Good at summarising, and synthesizing complex information into clear messages  
Strong work ethic  
Willingness to learn

## **Nice to haves**

Experience in a member organisation  
Working knowledge of the Net Zero agenda, and challenges around industrial decarbonisation  
Knowledge of hospitality businesses, and our customers  
Working knowledge of digital platforms and tools (Wordpress, Mailchimp, CRM tools, Xero, Stripe Raklet)

Closing date for applications is January 15th 2022, but please apply early as we'll be screening on a rolling basis and may close early if we find the right person

For an informal conversation about the role contact [andrew@zerocarbonforum.com](mailto:andrew@zerocarbonforum.com)  
To Apply, send your CV and cover note to [jointheteam@zerocarbonforum.com](mailto:jointheteam@zerocarbonforum.com)