



JOB TITLE: Membership Manager

LOCATION: Home working (regular travel into London required)

SALARY: upto £45,000

REPORTING TO: Managing Director

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 Manager is primarily responsible for member engagement and member satisfaction. This means you'll ensuring businesses (and individuals within them) have a positive experience from Zero Carbon Forum (ZCF) membership.

You will support members to engage in our vital work developing and implementing carbon reduction plans, and are satisfied with membership. It's vital that the forums members take part fully in our work, and we have a high bar on participation and action. You'll be crucial to our success.

Key Objectives

You'll own our member operations, and deliver a smooth experience from onboarding through to renewal

You'll be accountable for member satisfaction, and you'll help us measure that well.

You'll drive engagement in our content programme which supports members to build and implement their own net zero plans

You'll 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, and play a leading role on onboarding small and medium sized prospects

You'll manage 1 FTE, and support them to develop impactful member communications, and maintain full and accurate member administration.

Key outcomes and measures

Quickly build positive relationships with the team and with members
Implement a member feedback system (NPS) and track against it
Member operations and processes are efficient and effective
All members engage with our programme and complete mandatory steps / data submissions

Requirements and person spec

A well planned, meticulous individual with a track record to driving business process improvement
Have experience of working in high growth entrepreneurial business
Comfortable developing and improving processes that enhance customer experience,
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 managing people (1 FTE initially, upto 3 by end of 2022)
Interest/passion for being part of tackling the climate crises
Good at summarising, and synthesizing complex information into clear messages
Strong work ethic
Willingness to learn
Self sufficiency

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
To Apply, send your CV and cover note to jointheteam@zerocarbonforum.com