



## Youth Employment UK CIC

### Membership Account Manager Job Description

Youth Employment UK CIC is a not-for-profit membership organisation, we are dedicated to tackling the issue of youth unemployment. Youth unemployment has been a major issue in the UK since before 2005, in 2011 there were over 1 million young people NEET (Not in Education, Employment or Training). Youth unemployment has a huge impact on both the economy and the emotional health and well-being of young people.

Youth Employment UK works closely with government to review policies and programmes for young people in the UK. This includes an important role with the All Party Parliamentary Group for Youth Employment where we act as the Secretariat. We regularly produce research and reports which are presented to senior government officials.

We provide membership services to a range of stakeholders, both young people and organisations. Our organisation members include employers, charities, youth organisations and educators. Organisations who are invested in youth employment are invited to join YEUK.

Our members are vital to our own success, we rely on their financial contributions to continue to do our work.

YEUK has grown rapidly in the last 12 months, we have developed a fantastic reputation as an organisation making a difference in this space. We are now looking for a Membership Manager who will be able to join our team with the focus on growing our members, managing the delivery of our member's services and develop new income streams.

We are looking for someone who can share our passion for the work we do, and who has experience of sales, account management and/or customer service. As a small team we all have to be very flexible in our approach and support all functions of the organisation, the person we are looking for needs to be able to work in this way. The prime focus will be growing, maintaining and renewing membership income which means lots of telephone and email contact with our members and prospective members so exceptional communication skills are required.

In return we offer a great working environment and lots of opportunity to develop the role and your own skills. On top of this you will be working in a role that will be essential to the success of YEUK and therefore our mission to tackle youth unemployment.

[www.yeuk.org.uk](http://www.yeuk.org.uk)

Youth Employment UK, Inspire House,  
28 Buttercup Close, Corby, Northants, NN18 8LB.

0844 4143101 CIC Company Number: 08290820



## Job Description Membership Account Manager

### Key Responsibilities

- Identifying prospective members, sponsors and patrons
- Develop productive, professional relationships with prospects with the aim to convert them to members and supporters
- Working with existing members to ensure they are receiving value from their membership and will be committed to renewing with us
- Work with members to understand their needs from our services and youth employment issues so that these may be supported and fed into the political work of YEUK
- Supporting the administration of membership services such as newsletters, events, webinars and creation of best practices resources
- Supporting the marketing strategy of YEUK to develop marketing plans to grow membership
- Dealing with all aspects of a campaign
- Attending events and networking with prospective members
- Meeting with key clients
- Identify new income streams such as projects, fundraising and grants, support the development of bids
- Meets assigned targets for profitable sales volume and strategic objectives in assigned accounts

### Additional

- Ensure Safeguarding responsibilities are met
- Ensure all contacts are listed within the CRM and the notes are updated
- Ensure that enquiries are met in a timely and professional manner
- Ensure that all communication meets a high standard and is free from mistakes
- Attend events
- To maintain records and report on progress and activities to the CEO
- Support the CEO and team members as necessary
- Any other duties in line with the spirit of the post
- To represent Youth Employment UK CIC at all times

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## Person Specification

As a small organisation each staff member plays a vital role.

	Essential	Desirable
GCSE in Maths and English at Grade C or above	✓	
A' Level in English		✓
Minimum of two years' experience in a sales or account management role	✓	✓

Experience of Sales and Business Development	✓	
Experience of telephone sales with a view to making appointments	✓	
Experience of working to deadlines and targets	✓	
Experience of a Membership Organisation		✓
Experience of presenting to large audiences		✓
Experience of a CRM Management System	✓	
Experience of working with young people aged 16-24		✓
Experience of writing website/blog content	✓	
Experience of creating video content		✓

High level presentation skills	✓	
High level written and verbal communication skills	✓	
Project management skills		✓
Attention to detail	✓	
Ability to work unsupervised	✓	
Driving licence and vehicle	✓	



## **Application & Interview process**

### **Stage 1**

Apply in writing with a cover letter stating why you think you are most suitable for the role.

Send a link to a YouTube video of a 2-minute presentation on what you think the barriers are to youth employment for employers. You may unlist the video so it is not available for the general public to see, but you will need to send the link so that it can be viewed privately by Youth Employment UK.

Send all CV's, covering letters and presentation to [ljr@yeuk.org.uk](mailto:ljr@yeuk.org.uk)

### **Stage 2**

Candidates will be short listed for interview and assessment tests.

### **Stage 3**

A further final interview which will consist of a panel, shortlisted candidates will be asked to prepare for a presentation.

### **Timeline**

Application deadline: 15<sup>th</sup> January 2016

Likely interviews week commencing: 18<sup>th</sup> January 2016

Likely start date: Mid-February

### **Package Details**

Salary - £18,000 per annum plus bonus

Training – Ongoing training which will include in house and external accredited training

Hours of work – 9am until 5pm although the role will require some travel and the need for flexibility around working hours

Location – Corby

All prospective employees must pass a background check

5 months' probation

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