

Role Profile			
Role Title:	Member Services Coordinator	Reports To:	Head of Member Services – Midlands & South East
Location:	Birmingham		
Working Hours:	Office Based Mon-Fri 9:00-5:30	Salary Range:	£25k-£30k, dependent upon experience

BACKGROUND

ARK Consultancy Limited (ARK) is a consultancy business working across the UK, from a central office in Birmingham’s Jewellery Quarter.

ARK provides a comprehensive management service to the Communities and Housing Investment Consortium Limited (CHIC). CHIC is a member owned and governed asset management consortium, working across England and Wales. ARK’s CHIC agency team provide all day to day management services for the consortium, working closely with a large number of members and a diverse supply chain (contractors, manufacturers and suppliers). CHIC’s registered office is ARK’s Jewellery Quarter office in Birmingham, where the CHIC team is based.

ROLE PURPOSE

CHIC’s Operations Team, headed by the Chief Operating Officer, includes a number of Heads of Member Services (referred to collectively as HoMS in this document). HoMS provide a direct and proactive support service to CHIC’s members, each within a defined geographical area. HoMS roles are to respond to business development opportunities to increase the services provided to existing and new members, as well as to support all members where services (projects and contracts) are already underway. HoMS generally work remotely from the office, needing to be flexible in their working arrangements to be responsive to members needs.

This role provides a ‘back office’ support service to all HoMS. Although day to day management is provided by the Head of Member Services – Midlands & South East, the post-holder is expected to support all HoMS to carry out their front-facing duties and to meet their targets.

- PRINCIPAL RESPONSIBILITIES**
- CHIC Operations**
- To work closely with CHIC HoMS to identify, research and engage with potential new members of CHIC
 - To make initial contact with potential new members identified by:
 - direct enquiries received through the CHIC website
 - intelligence received by CHIC colleagues
 - intelligence received from Supply Chain Partners
 - Identify the appropriate HoMS for new member leads, based on service area and/or geographical location
- Member Support**
- To ensure that all new CHIC members receive, approve and adopt membership documentation
 - To maintain a database of members with up to date contact details for all HoMS contacts

PRINCIPAL RESPONSIBILITIES (continued)

6. To provide day to day operational support to HoMS in arranging and preparing for member meetings, with background data and reports, and providing fast and efficient post meeting support with service information/marketing information/benchmarking coordination etc. as required
7. To monitor all active member and prospective member contacts, leads and regular reporting, to ensure that HoMS are fully aware of targets and deadlines and related member expectations
8. To assist HoMS in compiling contract information and produce draft contracts from CHIC suite of standard contracts for review
9. To assist HoMS and CHIC's procurement team in the delivery of direct contract awards, further competitions and benchmarking information
10. To assist CHIC's marketing colleagues with new and ongoing marketing campaigns, including CHIC webinars/seminars and annual conference
11. To work closely with CHIC's HoMS to provide cohesive operational support services to all of CHIC's members
12. To assist with drafting any reports to the CHIC operational management team or Board of management as may be required
13. To ensure that all follow-up actions required from member meetings and discussions are proactively recorded, managed and resolved
14. To attend regular CHIC operational team meetings when required

Business Development

15. To support HoMS to promote CHIC to existing and new members through coordinated and focused business development activities
16. To regularly update the Pipeline and Dashboard reports in order to keep accurate records of project business performance
17. To ensure accurate records are kept on all members including but not limited to key contact information, services contracted and potential pipeline opportunities

General Business Administration

18. To remain abreast of any legislative or sector changes impacting delivery of CHIC's services
19. To attend CHIC's (ARK's) team meetings and related events, including conferences, exhibitions, client business development meetings and trade events
20. To promote a positive image of CHIC (ARK) through the development and maintenance of excellent working relationships with members, colleagues and ARK Associates
21. To establish and maintain appropriate records and files for ARK and CHIC
22. To submit monthly documentation as required including:
 - timesheets
 - mileage and expenses claims
23. To undertake any such training as identified and agreed with CHIC's Head of Members Services – Midlands & South East

PRINCIPAL RESPONSIBILITIES (continued)

Health & Safety

- 24. To observe all safety rules and carry out safe working practices at all times. Take reasonable care for your own health and safety and of other persons who may be affected by your acts or omissions at work
- 25. To appraise yourself of all Health and Safety practices of other organisations when working in and from the other offices

Diversity

- 26. To be aware of ARK's responsibilities to provide a service that reflects and respects the diverse communities in which we work

Confidentiality

- 27. Respect and uphold the confidential nature of the services that ARK provides to and for its clients and CHIC provides to its members.
- 28. All information held or used by you in relation to ARK Consultancy Limited and CHIC Ltd is to be regarded as confidential. You should not at any time disclose to any person any information as to the business dealings, finances, software, intellectual property, business models, processes and procedures of ARK, nor any facts or knowledge in relation to ARK's clients. All proposals, reports, business models, spreadsheets, memoranda and other documents in your possession (both electronic and hard copy) are and shall remain the property of ARK.

This role profile reflects the requirements of the post at the time of writing. It does not fully describe all activities, and all staff are required to operate flexibly and in accordance with ARK's (and its clients) changing requirements.

Person Specification

Role Title:	Member Services Coordinator	Reports To:	Head of Member Services – Midlands & South East
Location:	Birmingham		

ARK’s CHIC team is looking for a self-confident, organised and proactive Member Services Coordinator. The individual should be able to provide a responsive and timely ‘back office’ support service to a team of Heads of Member Services, who are ‘on the road’ themselves providing the front-facing/business development roles for the housing CHIC team.

The post-holder must be able to work closely with the wider CHIC team and be able to identify, manage and deliver to competing deadlines for different individuals.

Business experience is helpful but a positive ‘can do’ attitude is essential, together with a focus on administrative accuracy and meeting deadlines.

Experience in and an interest of sales is desirable. You may see this as a long-term role to support a busy sales team, or a stepping stone within a sales environment to develop over time into a more senior business development role. Either way, we will encourage you to be in contact with and meet members, so a positive demeanour is essential.

Applicants will be expected to be competent in the use of the Microsoft Office suite of products (Word, Office, Excel, PowerPoint and Teams). Experience of databases would be advantageous but is not essential.

If you are interested in this role, please send your CV and a covering letter to recruitment@arkconsultancy.co.uk.

If you would like an informal chat about the role, email ssharman@arkconsultancy.co.uk with your contact number.

The role will be primarily office based in Birmingham’s Jewellery Quarter.

Salary Range: £25k – 30k, dependent upon experience