Membership Officer

Role Details

**Background**

Social enterprises across Lancashire are businesses that are building a fairer, more equal society. Selnet is the recognised lead for social enterprise in Lancashire; we are a social enterprise run by our members to meet the needs of our members.

Selnet was founded to support our sector and raise the profiles of their work and impacts. We are now approaching our 20th anniversary and are currently recruiting a Membership Officer to champion, connect and support our vibrant network of organisations.

Members of Selnet join like-minded businesspeople to share ideas, network, grow and develop, find local connections and open their business up to new markets. Through our communications channels, members receive up-to-date news, funding information, events and training updates and have a platform to promote their business.

The work of our Membership Officer role will underpin Selnet’s mission for our sector to achieve their ambitions, respond to challenges, tackle inequalities and empower local communities.

**About the role**

This is a key role in ensuring that, internally, all Selnet staff continue to keep “membership at the heart of everything we do”. Externally, it is about ensuring membership satisfaction by improving retention rates, increasing member uptake and working closely with the whole team to develop initiatives to improve and enhance the member experience. As Selnet’s Membership Officer you will:

* Deliver the membership offer, supporting social enterprises across Lancashire.
* Be the first point of contact for members, handling queries, renewals, and engagement - including invoicing and credit control.
* Promote Selnet’s services and membership offer across Lancashire and at events and meetings.
* Manage the table of delivery across all membership levels.
* Organise member workshops, masterclasses, and networking events.
* Liaise with speakers delivering the membership offer
* Write content with the Marketing Coordinator including case studies, newsletters, social media, and member spotlights.
* Attend networking meetings.
* Support in the delivery of the 20 Years Anniversary Celebration Event for Selnet.

# Who we are looking for

We want someone with excellent communication skills, a flair for marketing and writing promotional copy, and organisational ability. You will enjoy collaborating with people across the network, supporting members, and telling stories that showcase real impact within Lancashire communities.

# What we offer

* A flexible, part-time job (we are happy to agree hours with the preferred candidate up to 20 hours per week).
* A supportive team environment.
* The chance to help grow and champion Lancashire’s social enterprise community.
* Family friendly, flexible working - including hybrid working.
* Salary – negotiable based on experience.
* Leave entitlement - 25 days (Pro-rata) plus bank holidays.
* Location - Preston base, operating across Lancashire
* This post requires travel to locations across Lancashire, Blackpool, Blackburn with Darwen.
* Approved travel expenses reimbursed (mileage at HMRC rates 45p per mile).
* 10% Stakeholder Pension.
* A six-month probationary period would apply.

# How to apply

Send your CV and a covering statement explaining why you are interested in this role to hello@selnet-uk.com

Closing date: 09:00am Monday 13th October 2025

Job Description

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| **Job Title:** | **Membership Officer** |
| **Project:** | **Selnet Core aims activity** |
| **Salary:** | **£22,000 to £26,000 (Pro-rata)** |
| **Working Hours:** | **Part time hours to be agreed with suitable candidate** **(Max 20 hours p/w)** |
| **Contract Type:** | **Permanent**  |

**Organisational Relationships of the post:**

Reports to: Selnet – Head of Growth & Social Enterprise

Accountable to: Selnet Chief Strategy Officer (CSO) and Selnet Board of Directors

Manages: There are no staff management responsibilities within the post

Based at: Brentwood House, 15 Victoria Road, Fulwood, Preston, PR2 8PS

**Purpose of the Role**

**This role combines membership coordination with marketing content creation.** The postholder will play a key role in delivering Selnet’s Membership Offer, ensuring members gain real value through tailored support, opportunities, and engagement. Alongside this, the role will work closely with the Marketing Coordinator to develop engaging written content that communicates Selnet’s impact, highlights member stories, and promotes Selnet’s services to wider audiences.

**Key Responsibilities**

### Membership

* Support the delivery of Selnet’s Membership Offer, ensuring members benefit from tiered services, workshops, networking opportunities, and support.
* Act as the first point of contact for members, providing excellent customer service and ensuring their needs are understood and supported.
* Manage all membership administration, including new applications, renewals, invoicing and payments, and maintaining accurate records.
* Monitor and report on membership activity, including take-up of different tiers, retention, and workshop attendance.
* Manage and maintain the table of delivery across all membership levels.
* Support the planning and delivery of member masterclasses, workshops, and networking events.
* Collect and collate member feedback, testimonials, and case studies to demonstrate value and inform future development.
* Represent Selnet at external meetings and attend networking events to promote the organisation and build connections.

### Marketing (Content & Support)

* Work with the Marketing Coordinator to create written content for newsletters, website, social media, press releases, and campaign materials.
* Write member case studies, with the Marketing Coordinator and spotlights to showcase the impact of Selnet’s work and celebrate member achievements.
* Draft content with the Marketing Coordinator, that promotes the Membership Offer, upcoming workshops/events, and Selnet’s wider services.
* Ensure consistency of voice, tone, and branding across all communications.
* Provide marketing administration support, such as scheduling posts, collating data, and updating mailing lists.
* Assist in producing promotional materials and resources to support outreach activity and events.

### Other Duties

* Assist in the organisation and delivery of Selnet’s wider events, projects, and campaigns where necessary.
* Undertake training and development as appropriate to the role.
* Carry out any other duties reasonably required in line with the responsibilities of the post.
* Be willing to travel within Lancashire to attend events, meetings, and member visits.

## Teamwork

* Work positively as a member of the Selnet team providing services to our membership and stakeholders.
* Deal professionally and proficiently with enquiries from colleagues, business contacts, visitors, and members of the public.
* Assist with all general office duties as and when required.

**GENERAL CONDUCT**

The post holder is expected to maintain a professional standard of conduct and appearance, and to adhere to procedures relating to the proper use and care of equipment and materials for which they are responsible.

They will be required to sign a confidentiality agreement in relation to certain aspects of the enterprise, work within organisational policies, and act in the best interests of the organisation at all times.

All staff must comply with all company policies and procedures and particularly those relating to employment, health and safety, data protection, and risk management, and acknowledge that they have read and understood them.

Staff are also expected to be familiar with the business and operational plan, and to support the aims of the company.

In line with best practice, regular project and team meetings, support and supervision sessions, and appraisals will be conducted to review performance and support continuing professional development.

*This job description outlines the main responsibilities of the person appointed as* ***Membership Officer.*** *It is subject to periodic review and amendment in the light of development and experience.*

*Please note: This job description is not intended to be exhaustive. The postholder will be expected to adopt a flexible approach to the responsibilities, which may be varied from time-to-time following discussion with line management. Any variations will be subject to the requirements of the organisation and will be in keeping with the general profile of the post.*

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| Person Specification |
|  | **Essential** | **Desirable** |
| **Knowledge/ Skills** | A strong customer service ethos with excellent customer service and able to work on own initiative or as part of a team.Experience of administration, database management, and record-keeping.Ability to develop effective processes and systems to manage activity efficiently.Ability to communicate effectively, both orally and in writing. Strong written communication skills, with the ability to write engaging content for different audiences.Good organisational skills and attention to detail. Ability to balance multiple priorities and work effectively within a small team.Ability to use of a range of IT applications (e.g. word processing, spreadsheets, databases, internet).An understanding of and commitment to Diversity and Equality as it applies in the workplace. | Experience of working with membership organisations, business networks, or within the voluntary/community sector.Understanding of social enterprise and its role in community and economic development.Knowledge of and general interest in social enterprise.Good understanding of business. |
| **Competencies**(We want the post-holder to be able to demonstrate the following competences to a high level and want to use these to the full in their work) | Customer and client focus & diversity management.Generating revenue through sales including credit control of member invoicing/renewals.Influencing skills.Managing external relationships.Teamwork and co-operation.Managing self and relationships with others.Personal effectiveness.Using IT.Analytical thinking and judgement. | Familiarity with marketing tools such as Mailchimp, WordPress, Canva, and social media platforms. |
| **Additional Requirements** | Confidence to represent Selnet at events, promoting services and engaging with stakeholders.Willingness and ability to work outside of normal office hours if required. Willingness to work flexibly in response to changing organisational requirements. | Full driving license  |

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