**JOB DESCRIPTION**

**Business Engagement Officer**

**Full Time**

**Salary £18,000-£21,000**

**About the Company**

Liverpool Chamber of Commerce is the authentic voice of business in the city, creating a culture of connected businesses to enable them to collectively thrive. Trusted since 1850, it is centred on supporting and representing the interests of its member businesses across every sector, now and for the future. Headquartered in the heart of Liverpool’s business district in a brand-new office, we offer a flexible working approach, with the opportunity to work from home as agreed with line management.

This role will be based within our Membership, Marketing and Events Team, who work to deliver a suite of benefits to our network of members. Membership of Liverpool Chamber is delivered through an active schedule of events, promotion of member activity through our communication platforms, access to cost reduction and support schemes, advocacy of business concerns both locally and nationally and international trade support and training.

**About the role**

This is an exciting new post and you will have the opportunity to shape the role, working as part of a busy and dynamic team with the ultimate aim of meeting customer expectations through Liverpool Chamber’s engagement activity and member benefits. You will work within our Membership, Marketing and Events Team to deliver an outstanding level of service to our members, engaging them through communications, events, policy and business support services. The post holder will liaise with members regularly, deliver activity across all on and offline marketing channels, and work to facilitate a series of varied and impactful events.

**Reports to: Membership and Business Growth Manager**

Key Duties and Responsibilities:

* To provide wide-ranging support to a busy and dynamic department, providing an outstanding experience to members across our membership, events and marketing functions
* To deliver membership benefit schemes and ensure members are maximising the savings opportunities available to them
* Deliver communications as directed across all key social media platforms
* Deliver content on the Chamber website and via newsletters, ensuring it is of a good standard, accurate and incorporated into the Chamber’s wider external communication plan
* Work with the membership team to ensure that inbound queries are dealt with in a timely and appropriate manner
* To take a process driven approach to supporting finance colleagues during the renewal process
* Work with our events function to provide appropriate support to deliver an outstanding events programme

PERSON SPECIFICATION

|  |  |
| --- | --- |
| Qualifications and Experience | * Educated to Bachelors’ degree level or equivalent standard/professional membership, or higher, or able to demonstrate equivalent experience * Ability to demonstrate experience of working in a customer service, marketing or events setting * Experience of effectively using social media would be an advantage |
| Knowledge and Skills | * A proven track record of excellent customer/client focus * Ability to work within a team * Excellent time management skills and the ability to prioritise workload * Skilled in the use of MS office (Word, Excel, PowerPoint etc) and web-based tools, and ability to produce high-quality documents, letters and reports * Very good verbal and written communication skills * Knowledge of the effective use of all major social media platforms, including Twitter, Facebook, Instagram and YouTube |
| Personal attributes | * Personable with the ability to provide a high level of customer service to a wide range of stakeholders * Hard-working and dedicated * Professional, with the ability to work within a corporate setting * Flexible with a developmental approach * Ability to work in a team and also on own initiative * Ability to think laterally and solve problems * Ability to interact with a wide variety of stakeholders at all levels * Ability to demonstrate attention to detail and work accurately |
| Other | * Ability to be mobile within the City Region and beyond as required * Ability to attend Chamber events outside of normal working hours as required |