

Account manager

Reports to: Director
Based: Eye, Suffolk/remote with occasional office or site visits
Contract: Full-time
Start date: ASAP
Salary: Up to £45k per annum

Benefits:

- Pension
- 26 day's holiday
- Health cash plan
- Selected private healthcare benefits
- Length of service rewards
- Opportunities for training and development
- Team away days

About The Association Management Company

The Association Management Company (The AMC) provides professional management and secretariat services to trade associations and membership organisations.

We effectively become an extension of our clients' organisations, providing everything they need to operate successfully – from membership and communications to events, governance, finance and administration.

Our work is varied. One day you might be discussing strategy with a board of directors; the next you could be writing a member newsletter, planning a conference, following up membership renewals or making sure actions from a board meeting actually happen.

About the role

This is a senior, client-facing role combining account management with hands-on membership, communications and events delivery.

You will become a trusted point of contact for the boards and senior volunteers of several membership organisations, helping them turn their objectives and ideas into action.

Importantly, this is not a traditional account management position where work is simply briefed to a delivery team. There will be plenty of doing as we are a small team and not only that knowing what makes things tick helps us to improve and work better.

Particularly at the outset, you will personally deliver a significant amount of the work required by your clients. As the role develops, our intention is to build a team around you, allowing you to lead and develop others while retaining overall responsibility for your clients.

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Trusted experts in association management and secretariat services

We're therefore looking for somebody equally comfortable thinking strategically and getting stuck into delivery.

Key responsibilities

Client and account management

- Act as the principal day-to-day contact for the senior representatives of a portfolio of clients.
- Understand each client's sector, membership, priorities and challenges.
- Build trusted relationships with board members, volunteers and members.
- Help clients develop plans and turn those plans into action.
- Report on progress and performance and identify ways to continually improve the service we provide.

Membership and communications

- Manage membership renewals, retention, engagement and recruitment activity.
- Develop and implement plans to improve member engagement.
- Plan and develop member communications across email, websites, social media and other channels.
- Write and edit newsletters, member updates, articles and event communications.
- Maintain accurate CRM data and use membership information to support decision making.

Events and meetings

- Plan and deliver events ranging from meetings and webinars to conferences
- Manage event budgets, venues, suppliers, speakers, sponsors, delegates and logistics.
- Attend board, council and committee meetings, prepare minutes and ensure actions are followed through.
- Travel within the UK to attend and manage client meetings and events, including occasional overnight stays.

Team and company

- Coordinate and support colleagues involved in delivering work for your clients.
- As resource develops, delegate activity while maintaining responsibility for deadlines, standards and client satisfaction.
- Contribute to senior leadership discussions and the future development of The AMC.
- Help improve our systems, processes and ways of working as the company grows.

About you

We're looking for someone who enjoys taking ownership.

You will need the confidence and credibility to sit in a board meeting and advise senior industry figures, but also the willingness to roll your sleeves up afterwards and make things happen.

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You'll enjoy this role if you like variety, responsibility, building strong working relationships and seeing the tangible results of your work.

Essential experience

- Experience managing client, member or customer relationships.
- Leadership experience and the ability to coordinate and develop others.
- A strong member or customer-focused approach.
- Excellent written and verbal communication skills.
- Strong project and/or event management experience, including budgets.
- Excellent organisational skills and the ability to manage multiple clients, projects and deadlines.
- Strong attention to detail and a proactive approach to getting things done.
- Confidence using Microsoft Office and learning new digital systems.
- Able to combine senior-level responsibility with hands-on delivery.

Desirable experience

- Experience working for or with a membership organisation or trade association.
- Experience of membership recruitment and engagement.
- Experience producing effective communications across different channels.
- Familiarity with CRM systems, email marketing and CMS platforms.
- Understanding of budgets and management accounts.

What success looks like

Building trusted relationships with our clients and helping to move their organisations forward – ensuring members are engaged, communications are effective, events are well run and actions get completed.

Equally as important is having a colleague who feels at home at The AMC, shares our values and enjoys being part of a successful and growing business.

The Association Management Company is an equal opportunities employer. We are committed to creating an inclusive working environment and welcome applications from people of all backgrounds and perspectives. All applicants will be considered fairly and on the basis of their skills, experience and suitability for the role.