

Job Title

Membership & Business Services Apprentice

Job Status

Fixed Term Apprentice Scheme contract which may lead to permanent employment

Salary

National Apprentice Rate

Reporting

Membership & Events Executive

Key Relationships

Internal	External
Membership & Events Executive	Local Businesses
Membership & Business Services Mgr	Partner Organisations and Stakeholders
Colleagues	Sub Contractors/Service Providers
Board of Directors	BCC
CEO	

Supervisory Responsibilities

N/A

Main Duties & Tasks

The Apprentice's main role is to support the Chamber with a focus on the Membership & Business Services activities (Membership Strategy, Events & Supply Chain, Logistics Hub UK and Training Provision). This includes a wide range of administrative and support activities to help facilitate the efficient operation of the organisation including:-

- Appropriately facilitate inbound enquiries
- General clerical duties
- Maintain various filing systems, documents, templates
- Support all aspects of Membership services
- Provide Weekly, accurate MI to the line manager
- Support the development of and adopt a one team approach
- Support the production of an annual, realistic and challenging budget forecast
- Adopt a solutions focused approach to all activities
- Contribute to the operational processing of export documentation and the wider international trade services
- Support day-to-day finance activities as deemed appropriate including membership direct debits, events invoicing

- Assist with debt chasing
- Assist in the organisation of events and supply chain activities including patron dinners/events
- Ensure all engagement notes are updated accurately and within 2 working days.
- Adhere to all policies and procedures at all times.
- Complete the administrative processes required to support the recruitment, renewal and lapsing of Chamber membership.

Key Performance Indicators

- TBC with line manager
- Complete relevant qualification within agreed timescale

Additional KPI's and tasks may be agreed and added from time to time according to business needs

Segregation of Duties

Duties and areas of responsibility shall be segregated to reduce opportunities for unauthorised or unintentional modification or misuse of the organisation's assets.

Signed (Job Holder): _____ Date: _____

Signed (Line Manager) : _____ Date: _____

Please return a signed copy to the HR Representative and retain one for your information.

This description is a general statement of required major duties and responsibilities performed on a regular and continuous basis. It does not exclude other duties as assigned