

Role	Customer Experience Account Manager
Lead by	Senior Account Manager
Leader to	N/A
Location	Hybrid – Norwich Office and Home
Contract	Permanent / Full Time (37.5hrs per week)

Role Overview

Our mission is to connect, support and give voice to every business in Norfolk. We have over 600 members ranging from sole traders through to multi-national corporations in every sector imaginable. Whilst our members reflect a percentage of the overall Norfolk business community, the Chambers' reach *beyond* our membership is extensive and growing.

We are looking for a new superhero to join our Customer Experience Team (CET). Our Account Managers play a critical role in growing our membership and the job involves creating networking opportunities and running events, signposting members to services and sharing knowledge.

Everything we do is demand-led, so you'll be a main point of contact for Norfolk's amazing business community. Alongside the rest of the Chambers team you'll help us deliver our ambitious 5-year plan to connect, support and give voice to every business in Norfolk.

Key Responsibilities

- Proactively promote the benefits of membership to the business community
- Build rich and meaningful relationships with Norfolk businesses, understanding their challenges and opportunities and matching them with support, events or knowledge that they need
- Be an ambassador for Norfolk Chambers, our members and the Norfolk business community – promoting our work at our events and those of partners, stakeholders and local businesses
- Contribute to our bespoke CRM to build a pipeline of opportunities, converting leads into members
- Support the delivery of major flagship events in the Chambers calendar
- Plan and deliver a rolling programme of small-scale events relevant to local business communities

You will be accountable for:

- Contributing to membership growth alongside the whole of the CET
- Delivering campaign messaging to prospective members in tandem with the Marketing Team.
- Delivering well attended events in specific geographies and/or to targeted segments of the business community

Role Specification

Experience	
Essential	Desirable
Strong, recent experience of delivering outstanding customer care	
Working with digital CRMs, Microsoft Office suite and social media	
Networking with people at all levels of an organisation	
Planning, delivering and reviewing small-scale events	
Working in a multi-functional team in an account management / business development setting	Experience of working in a not-for-profit membership organisation
Knowledge	
Essential	Desirable
Strong commercial awareness, particularly in a B2B environment	
Knowledge of challenges and opportunities for Norfolk's business community	
Solid understanding of business support services and relevant partnerships	Working knowledge of relevant policy environment e.g. business, trade, infrastructure, economy
Skills (...and soft skills)	
Essential	Desirable
Comfortable working with data and driven to be analytical and target opportunities as they arise	
Excellent communication, presentation and time management skills with the ability to handle multiple priorities simultaneously	
Full driving licence, access to a vehicle and ability to travel around Norfolk as required	
Strong people skills. We're really proud of our work culture and love having a great place to work. You'll be easy to get on with, confident and authoritative. Your personable nature and approachability will help build strong relationships both internally and externally	Working knowledge of project management platforms like Trello, ClickUp or Asana
Comfortable with change and a fast-paced environment where things move quickly	A good sense of humour!