

Membership Manager



Department:	Accreditation
Location:	Lutterworth
Hours:	Mon-Fri 9-5
Start:	ASAP
Reporting to:	Head of Accreditation
Salary:	From £35,000 dependant on experience

About the Role

The Membership Manager will provide strategic and operational leadership for the Membership Team, ensuring high standards of service, regulatory compliance, and member engagement. The role will lead and develop the team, managing performance, supporting professional growth, and driving continuous improvement across all membership and accreditation activities.

The post holder will manage the team responsible for processing all membership application forms and maintaining a database of over 10,000 members, ensuring all records are accurate, up to date, and compliant with regulatory and accreditation requirements. They will lead the organisation's complaints process, ensuring complaints are managed fairly, consistently, and efficiently, in accordance with regulatory requirements, scheme rules, and internal procedures. The post holder will analyse complaint trends and outcomes to identify opportunities for service improvement and risk reduction. The Membership Manager will be responsible for the development, implementation, and ongoing review of team policies, procedures, and quality standards, ensuring compliance with accreditation requirements and regulatory changes.

Key Responsibilities

Leadership & Management

- Lead, manage, and mentor team members to maintain a high-performing, customer-focused membership team.
- Champion professionalism, integrity, and high standards across all Accreditation operations.

- Build a high-performing and motivated team through clear communication and coaching.
- Ensure team objectives, performance measures, and priorities align with departmental and organisational strategic objectives.

Membership & Complaints Management

- Chair and coordinate the Certificate Committee, ensuring decisions, actions, and recommendations are compliant with regulatory and accreditation requirements.
- Collaborate with internal teams, regulatory bodies, and external development partners to ensure compliance and industry alignment.
- Effectively manage own time, workload, and team resources.
- Streamline the application process through working closely with the training department and project team.
- Analyse complaints and collaborate with support teams to identify and address training gaps for members.
- Identify recurring issues and recommend improvements to accreditation processes and assessor training.
- Development, implementation, and review of policies, procedures, and quality standards, ensuring compliance with accreditation requirements, regulatory changes

Compliance & Reporting

- Ensure all complaints are managed in line with internal policies, accreditation requirements, and relevant legislation.
- Contribute to MHCLG (Ministry of Housing, Communities and Local Government) monthly reporting.
- Maintain accurate records and produce regular reports on complaints and membership figures.
- Lead preparation for regulatory and accreditation audits, ensuring all documentation, evidence, and processes meet required standards.

Key Competencies

- Integrity and impartiality
- Analytical thinking
- Conflict resolution
- Customer service orientation
- Team collaboration
- Proven leadership and people management experience.
- Experience managing complaints and investigations within a regulated environment.

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

We are seeking an individual who possesses a strong 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.

Our Ideal candidate will have:

- Minimum of 2 years experience in Management.
- Excellent written and verbal communication skills.
- High attention to detail and ability to manage sensitive information.
- Strong organisational and time management skills.
- Experience in working in a regulatory industry

Preferred (but not essential) skills and qualifications:

- Knowledge of energy assessment schemes (e.g., EPCs, DEC, SAP, etc.).
- Experience working within an accreditation or certification body.
- Familiarity with relevant legislation (e.g., GDPR, consumer protection laws).
- Experience within a complaints department

Application process

- Our preferred application route is through our careers page on our website.
- Alternatively you can send your CV with introduction to hr@elmhurstenergy.co.uk



First Stage

We like to start with an initial 10 to 15 minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.



Interview

Successful candidates will then be invited to attend an interview. We prefer this to be in person at our Lutterworth office.

Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



Competitive Salary

Opportunities for growth in pay and company bonus



Health & Wellbeing

Private medical cover and BUPA cash plan available



Development Opportunities

We invest in training to help our people develop and grow



Flexible Working

We have adapted to hybrid working (dependant upon role)



Holiday Purchase

Opportunity to purchase holidays in addition to our 25 days



Social Events

Our social committee arranges regular team activities