



## **Fire Industry Association**

Leading Excellence in Fire Since 1916

Tudor House, Oldfield Road, Hampton, TW12 2HD

Tel: 020 3166 5002 [info@fia.uk.com](mailto:info@fia.uk.com)

### **Job Specification**

**Job title:** Membership Executive

**Reports to:** Commercial Manager

**Location:** Hampton Office (TW12 2HD), Monday to Friday

**Hours:** 37.5

**Salary:** Up to £25,000 based on experience.

### **Overview:**

The Fire Industry Association (FIA) is the primary trade association for manufacturers, installers, designers and maintainers of portable extinguishers, fire detection and fire protection systems and much more in the UK. We have over 1000+ member companies and we supply a range of services, from technical training courses, regional conferences, exhibitions, and events. We are Europe's largest fire safety association, and we promote and shape legislation and the professional standards of the fire industry through close liaison with government and official bodies, as well as other key stakeholders.

The FIA serves both member and non-member companies. Members do however have priority treatment and access to a range of exclusive benefits. The main function of this role is to assist the Commercial Team with all enquiries and operations to support the delivery of the association's services for its members and non-member customers.

We are looking for an individual with a passion for providing excellent customer service. With experience working in a similar function, such as membership, account management, or within a professional membership organisation, you will have proven administrative skills with excellent attention to detail and the ability to work effectively under pressure. To be successful in this role they should have experience in data handling, along with an understanding of data protection laws, and preferably will have previously used a CRM system. They will need to be comfortable working in an environment of change, growth and innovation and be team orientated with a 'can do' attitude.

This is an office-based role which may require ad hoc travel within in the UK to attend shows, exhibitions and visit members.

### **Qualifications & Attributes:**

#### **Essential**

- A very capable and patient listener who can understand customer needs quickly and meet them effectively with suitable solutions.
- A superb administrator who can efficiently deal with a range of tasks whilst producing accurate results.

- Target driven and able to focus on achieving goals and meeting deadlines in a fast-paced environment.
- Thrive in a team environment whether that be taking the lead or playing a key role.
- Experience with business-to-business sales and/or customer service.
- A confident communicator with the ability to make positive first impressions and develop good relationships with our members and stakeholders, be that over the phone, via email or face to face.
- Strong computer literacy and good Microsoft Office skills, especially in Excel and Outlook.
- An organised and motivated self-starter that is willing and able to work independently when required.
- Discretion and the ability to work to a high degree of confidentiality.
- Good English language and numeracy skills.

#### Desirable

- Experience working with CRM systems, particularly Microsoft Dynamics 365.
- Experience with account management.
- A degree in Business Studies or another appropriate field.
- Experience of working within the fire safety industry or associated relevant industry.
- Previous experience working in a trade association.
- Available to start a role at short notice.

#### Duties:

- Attend FIA events (exhibitions, conferences, lunches, and award dinners) to support the Commercial Team as required.
- Assist the Commercial Manager with the execution of membership recruitment, engagement, and retention strategies. Including but not limited to:
  - Sales calls to target potential members.
  - Onboarding of new members.
  - Ensuring our members are aware of their relevant benefits.
  - Developing membership benefits to constantly improve our Member Value Proposition (MVP).
  - Assist in the planning, implementation and running of a variety of events.
  - Processing annual membership renewals, cancellations and exit interviews.
- To undertake such duties as may be required which are commensurate with the scale and title of the post as defined and required by the Commercial Manager.
- First point of contact for member/customer services queries (phone/email /face to face) and liaising with other members of the team to deal with any actions.
- Assist in the collection and analysis of data/statistical information.
- Maintain and continuously improve information systems or databases.
- Ability to extract statistics from computer records and produce reports.
- Undertake a wide range of administrative tasks including filing, photocopying and data entry.
- To uphold GDPR policies and practices within our systems.
- Taking minutes at meetings.
- Complete documentation for a variety of areas following the department procedures.

#### Diversity and Inclusion

At the FIA, diversity, equality and inclusion is an integral part of our culture so it is important to us that this is reflected in everything that we do. We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital

status, or parental responsibilities to ensure we actively embrace an inclusive and representative culture that encourages, supports and celebrates our differences.

**Applying for the role:**

If you are excited by the opportunity to use your skills to work at the Fire Industry Association, we would be delighted to hear from you.

[Apply Here](#)