

**Campden BRI (Chipping Campden) Limited**

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**Campden BRI (Nutfield)**

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## Job Profile

### Membership Administrator Membership & Training Department

For enquiries concerning this job, please contact:

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Campden BRI provides scientific, technical, and legislative support to the food, drinks and allied industries worldwide. The practical application of technical excellence lies at the heart of all that we do and is supported by our industry-leading facilities, expertise and knowledge.

From analysis and testing and operational support to knowledge management, all our activities are built on an extensive programme of research and innovation steered by industry to ensure maximum commercial relevance.

We provide services to companies all along the supply chain, but offer discounts, access to expert advice and other benefits for those that come into membership. Many of our clients are major blue-chip companies and household names.

### **Locations**

The Campden BRI Group operates from three sites in the UK and a fourth in Hungary. The role as advertised will be based at the Chipping Campden site.

The site in Chipping Campden employs 300 full or part-time staff. A further 50 staff are employed at the site at Nutfield, Surrey and 20 staff are employed at our site in Budapest, Hungary. We also have a Consumer Test Centre in Leamington Spa.

### **Department**

The Membership & Training Department is part of the Commercial Directorate and is divided into three separate sections, Membership, Training and Reception.

The overall objective of the Membership Section is to increase the membership base of Campden BRI both in terms of numbers and real value as well as increase the level of profitable business activities with existing members. This is achieved by:

- Monitoring and analysing the level and nature of activities between Campden BRI and each of the member companies with a view to optimise the relationships and capitalise on business development opportunities
- Ensuring active liaison with existing members as part of the Key Client Initiative and Client Relationship Management activities; e.g. Golden Year
- Planning campaigns to attract new members
- Promoting Campden BRI and [membership benefits](#) at key industry events and exhibitions
- Hosting visitors and providing support to other staff in dealing with non-member/membership enquiries
- Showing visitors around the site and proactively arranging site tours for clients attending meetings and events on site
- Dealing effectively and efficiently with membership enquiries, resignations, adjustments, reviews, follow-ups, allowances and renewals
- Supporting the corporate marketing effort through the provision of company and research information to members of staff when needed.
- Maintaining and developing a comprehensive client database (CRM)

Campden BRI works for all sectors of the food and drink industry, as well as distributors, importers/exporters, retailers, caterers and associated industries such as machinery manufacturers, ingredients and packaging suppliers and agrochemical companies.

Member companies pay an annual membership fee which is based on a number of factors including size of business, annual sales turnover, number of sites, activities, location, history. We currently have several membership categories (depending on the nature of the member's business) with associated membership benefits. The membership year starts in the month of joining and subscriptions are reviewed annually. Memberships are renewed automatically until Campden BRI is given notice of resignation.

Most of the income from the membership fees is used to fund the collective research programme, which is essential to regenerate Campden BRI's knowledge and skill base.

### **The Position:**

You will be part of a team of 4 people and report to the Membership Officer. As the Membership Administrator your job will be to provide timely, efficient and effective administrative support to the membership activities. This is a full-time position (38 hours per week).

#### Duties and responsibilities:

- Effective and efficient administration and housekeeping of CRM system
- Effective and efficient administration of membership renewals (invoices, purchase orders, certificates, thank you letters), adjustments, resignations and member service accounts.
- Liaising with colleagues across the organisation including finance and administrators from scientific teams on membership matters
- Timely, effective and efficient admin support to HOD, Membership Officer and Membership Development Officer
- Resolving problems with both internal/external clients satisfactorily
- Support, implementation and usage of new CRM system

#### Qualifications and competencies

- Good standard of education (minimum of 5 GCSEs including English & Maths).
- Minimum of 2 years' experience in an administrator role with a passion for effective administration

#### Key skills

- Excellent verbal & written communication skills, at all levels.
- Experience in using a CRM is desirable.
- Fully proficient in the use of Microsoft Office.
- Excellent organisational skill with an ability to work to deadlines and under pressure.
- Flexible character with proven ability to juggle priorities
- Proactive can-do attitude
- Demonstrable attention to detail, with a passion for effective administration
- Confident, positive and mature approach to dealing with clients with proven ability to handle potentially difficult conversations.

#### Pay and benefits

<b>Salary:</b>	Guide £17,750 - £22,000pa Full time 38 hrs per week Mon – Thurs 8.45-5.15, Fridays 8.45-4.30pm
<b>Grade:</b>	G2
<b>Holidays:</b>	24 days plus public holidays and a <a href="#">buying/selling holiday scheme</a> .
<b>Pension scheme:</b>	Campden BRI operates a pension scheme
<b>Training:</b>	Campden BRI is committed to ensure all staff receives appropriate training to support their job function and business needs.
<b>Health:</b>	Campden BRI operates a 'permanent health scheme' if you are unable to continue work for health reasons and a 'death in service' scheme.
<b>Others:</b>	Other benefits include subsidised restaurant/vending machine and parking on site.

#### Further Information

If further information is required, please visit our website [www.campdenbri.co.uk](http://www.campdenbri.co.uk)