



Dartmouth & District
Chamber of Commerce

Membership Officer Role Definition

The membership officer is responsible for the ongoing growth of members joining the Chamber. The essential role of the Membership Officer is to:

- Maintain a database of prospective members and current members
- Manage the member's overall experience of their membership
- Oversee communication to members

Key responsibilities

The Membership Officer will:

- Maintain a register of members in line with GDPR UK requirements
- Prepare and distribute information to prospective members and members
- Introduce new members within the Chamber
- Monitor the engagement of both new and existing members
- Identify members who are "at risk" and develop strategies for re-engagement
- Prepare content for the newsletter and the social accounts and website
- Coordinate member events

Skills, experience and behaviours

- Friendly, approachable and at ease with people
- Good communicator
- Organised
- Knowledge of GDPR UK compliance
- Committed to the aim and purposes of the Chamber
- Able to devote enough time to the organisation
- Uphold the values of the Chamber
- Adhere to the Committee Member Code of Conduct

Time Commitment

The role of Membership Officer requires an estimated commitment of 3-6 hours per month