

Job Description

JOB TITLE:	Membership Experience Manager
REPORTS TO:	Director of Strategic Operations
LOCATION:	Hybrid/Cambridge
CONTRACT/HOURS:	Full or Part-Time considered (maternity cover)
GRADE:	3
SALARY SCALE:	£32,000 - £37,000
DATE OF ISSUE:	September 2025

JOB PURPOSE:

To manage and enhance the experience of Vitae members by delivering a high-quality, responsive and engaging membership journey. This role will focus on customer satisfaction, retention and growth, ensuring that our services are aligned with the needs of our diverse community. The Membership Experience Manager is responsible for driving uptake of our products and services and will contribute to the continuous improvement of our membership offer, as well as related products and services.

1. MAIN RESPONSIBILITIES

Member Experience: In collaboration with the wider team, develop and implement a member experience strategy that reflects CRAC's values and strategic goals, ensuring a seamless and engaging journey from onboarding through renewal.

Direct Sales: Working with the Director for Strategic Operations, develop and deliver a successful direct sales strategy for CRAC Vitae products and services.

Programme and Service Delivery: Collaborate on delivery of the annual programme, ensuring alignment with organisational priorities and member needs. Manage member products and services, including project planning, communication, problem solving and administration with a focus on inclusive practice and adding value for the community.

Relationship Management: Through involvement in strategic projects, build and maintain strong relationships with members of the community, acting as a key point of contact, reflecting back insights around their needs to the wider organisation.

Cross-Team Collaboration: Work closely with colleagues across the organisation to ensure integrated delivery of member benefits and services, including the HR Excellence in Research Award.

Data and Insight: Use data and feedback to monitor member engagement and satisfaction, identifying trends and opportunities for improvement, and reflecting these back to members.

Operational Excellence: Oversee membership administration processes, including renewals, contact management and reporting, ensuring efficiency and scalability.

Innovation and Development: Contribute to the development of existing and new membership products, services and digital tools that enhance value and engagement.

2. Person Specification

Essential:

- Proven experience in membership, engagement, or customer experience roles.
- Strong relationship-building and communication skills.
- Experience managing multiple projects and delivering to time and budget.
- Ability to analyse data and translate insights into action.
- Ability to set own schedule and work autonomously to achieve set aims.
- Collaborative and proactive approach to cross-functional working.

Desirable:

- Understanding of the research and higher education landscape.
- Experience of direct sales or account management.
- Experience working in a charity or not-for-profit environment.
- Familiarity with CRM systems and digital engagement tools.