

## **Member Support Officer – Job description, responsibilities and personal specification Trade Association**

<b>Hours</b>	36.5 per week (Full-time role)
<b>Responsible to</b>	Head of Technical and Membership
<b>Based at</b>	Field based, with extensive travel across the UK, plus regular overnights away from home

### **Principal function**

The post will provide support and guidance to the British Pest Control Association's (BPCA) members to ensure membership compliance and support their growth and development.

The postholder will play a crucial role in providing business and some technical support to BPCA members on a daily basis and drive membership recruitment and retention. You'll be expected to produce trend analysis and recommendations on a monthly basis aimed at driving engagement within the membership base and supporting membership compliance.

This is an outward-facing role with clear deliverables and requires a person who is willing to both self-motivate, self-organise and drive quality standards.

All members of the BPCA Staff team are expected to adhere to the values and behaviours of the Association.

The successful candidate will have the opportunity to develop through operating in a dynamic team as the Association moves forward into advanced recognition and influence within the pest management industry.

### **Key responsibilities**

- Ensure delivery of the membership support framework, which includes assessment criteria, compliance, account management, member benefits and business development
- Provide business and some technical support to BPCA members
- Write up details of all criteria assessments and schedule further action/support within agreed targets
- Plan workloads to maximise efficiency and minimise duplication of travel/waste of resources
- Work to establish and improve processes to deliver efficiencies
- Work with colleagues to ensure geographical coverage is maintained
- Work with colleagues to identify trends and develop support packages
- Attend BPCA events such as regional forums, exhibitions and seminars to promote BPCA membership to non-members and provide membership support to BPCA members
- Attend external events and seminars to promote BPCA membership
- Identify member recruitment opportunities
- Carry out any other duties commensurate with the role.

### **Reporting**

- KPI reports pertinent to role
- Monthly reports and trends
- Identify recruitment opportunities on a monthly basis.

## **Quality and service improvement**

The postholder will be required to focus on quality and continuous service improvement. Quality for BPCA means 'Fit for purpose'; the processes we follow, and products and services we deliver should all be suitable for their intended purpose. Our approach should be "right first time"; mistakes should be eliminated.

Each employee of BPCA has a responsibility to monitor and propose changes which improve BPCA processes, products, work ethics and the environment to deliver:

- Closer and more productive relationships with our customers
- Long term service improvements rather than quick fixes
- Cost savings
- Elimination of wasted time and effort.

The above list is not exhaustive. The job holder may be asked to carry out such other duties within their capability as may be required from time to time.

## **Essential qualifications**

- Minimum: Level 2 Award in Pest Management (or equivalent) required
- Full driving licence.

## **Essential skills**

- Ability to work independently and effectively as part of a team
- Ability to plan workload to maximise efficiency
- Willingness to travel/work away from home
- Resilience
- Pest management experience in a variety of settings, ideally at both small and large companies
- Excellent presentation and communication skills
- Ability to identify opportunities
- Ability to establish productive relationships with people at all levels
- Commercially aware and customer-focused
- Excellent IT skills.

## **Desirable skills**

- Quality assurance experience
- Account management skills.

## **The package**

A basic salary from £33k pa depending upon experience.

Additional benefits:

- Salary reviews
- Annual bonus scheme (non-contractual)
- Company car
- Stakeholder pension scheme (after a qualifying period)
- Private health care (after a qualifying period)

- Employee Assistance Programme
- 22 days holiday plus public holidays, increases with milestone recognition
- Work phone, laptop and equipment provided
- Regular team days and a Christmas party
- Excellent working conditions.

September 2025