



## Member Support Officer – Advert

### Trade Association

**Salary: £28k plus benefits package**

**Field based, with extensive travel across the UK, plus regular overnights away from home**

**Full-time position**

This is a new post and will provide support and guidance to British Pest Control Association's (BPCA) members to ensure membership compliance and expand the membership support team.

The postholder will provide 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 improving engagement and evaluating the effectiveness of member benefits.

You'll be working with an award-winning Association, full of trade association professionals.

### The person

Above all, you'll be an excellent communicator. 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.

We need a bright, focused individual, dedicated to building lasting relationships with their colleagues and members.

You need pest control experience in a variety of settings, ideally at both small and large companies. A minimum Level 2 qualification in pest management is required.

This post will be field based, with extensive travel across the UK and regular overnights away from home.

### About us

We're the British Pest Control Association (BPCA) – the UK's trade association for pest management. We provide support and a voice within the sector to over 700 member companies.

Established in 1942, we're a not-for-profit membership organisation which has achieved strong growth in recent years with an extensive suite of member services and benefits. We operate from our own premises on Pride Park, central Derby, 10 minutes' walk from Derby Station.

### To apply

The job description and person specification for the role is available via [bpca.org.uk/jobs](https://bpca.org.uk/jobs). Please provide a covering letter which includes your current salary details along with your CV.

These should be sent to Dee Ward-Thompson, Head of Technical and Membership, 4A Mallard Way, Pride Park, Derby DE24 8GX or via email to [dee@bpca.org.uk](mailto:dee@bpca.org.uk) to arrive **no later than 10.00am on Friday 7 May 2021**. Bear in mind we hope to hold interviews Monday 17 to Wednesday 19 May 2021.

### NO AGENCIES

[www.bpca.org.uk](https://www.bpca.org.uk)

**Driving excellence in pest management**

## **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**

This is a new post and will provide support and guidance to British Pest Control Association's (BPCA) members to ensure membership compliance and expand the membership support team.

The postholder will provide 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 improving engagement and evaluating the effectiveness of member benefits.

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 membership 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
- 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.

The position involves close liaison with the Technical Support Officer.

## Reporting

- KPI reports pertinent to role
- Monthly reports and trends
- Identified 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, 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 qualification in pest management 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 of £28k pa.

Additional benefits:

- Annual bonus scheme (non-contractual)
- Pension scheme (after a qualifying period)
- 22 days holiday plus public holidays
- Company car
- Company laptop and phone
- Excellent working conditions.