

Operations and Membership Lead

About the City HR Association

The City HR Association Limited (City HR) is a professional body which provides HR insights, collaboration, best practice, benchmarking and support to HR practitioners at all levels and to multiple stakeholders. Its mission is to “Act as the voice, be a technical resource and provide thought leadership to the City and Financial Services Community on people related issues.” It looks after approximately 150 firms in banking, asset management and insurance in addition to those entities who provide expertise and support to the sector. It was formed in 1973, meaning that we have over 50 years of looking after HR professionals in our sphere!

City HR currently has a small core team and is supported by a long-standing set of first-class service providers for technology, finance, payroll and social media.

The workload of the core permanent team has significantly grown following the sign-off of a 3-year strategy and we are now looking to make two new appointments.

The City HR Association is a not-for-profit and its official registration is as a Limited Company by Guarantee.

Role Overview

The Operations and Membership Lead will oversee the day-to-day operations of the organisation while ensuring a seamless experience for our members. This dual role focuses on operational efficiency, process improvement, and driving membership growth and engagement. The ideal candidate has a strong background in operations management, member relations, and a passion for delivering exceptional service to HR professionals.

Role Responsibilities

Key Responsibilities

Operations and Financial Management

- Oversee daily organizational operations, ensuring alignment with strategic objectives.
- Implement and refine processes to enhance operational efficiency and member satisfaction.
- Coordinate cross-functional activities to meet organizational goals, including events, webinars, and publications.
- Manage budgets and financial reporting related to membership services and operations to the board. This includes invoicing and banking.
- Monitor compliance with policies, procedures, and legal requirements e.g. GDPR, Cyber security etc.

Membership Growth and Engagement

- Support the Business Development lead, to develop and execute membership acquisition and retention strategies.
- Manage the end-to-end membership lifecycle, including onboarding, renewals, and alumni.
- Analyse membership trends and provide insights to enable data-driven decision-making.
- Act as the primary point of contact for member inquiries, ensuring timely and effective resolution.
- Build and maintain strong relationships with members, soliciting feedback to inform improvements and feed into the City HR events schedule.

Team Leadership and Collaboration

- Lead and mentor a small team responsible for membership and operational tasks.
- Collaborate with the rest of the City HR marketing, events, and product teams to align membership activities with organisational campaigns.
- Represent the organization at events, conferences, and networking opportunities.

Operations and Membership Lead

Skills Required

- Proven experience in operations management, membership services, or a related field.
- Strong project management skills with the ability to multitask and prioritize effectively.
- Excellent communication and interpersonal skills.
- Analytical mindset with proficiency in CRM systems, data analysis tools, and reporting.
- Demonstrated success in membership acquisition and retention strategies.
- Preferred Skills and Experience
- Previous experience in a membership organization, professional association, or HR-related field.
- Knowledge of HR industry trends and challenges.
- Proficiency in digital platforms such as Salesforce, HubSpot, etc.
- Strong problem-solving skills and a proactive approach to challenges.
- Experience within other membership organisations would be desirable.

Key Competencies

- Member-Centric: Dedicated to understanding and addressing member needs.
- Organised: Capable of managing multiple priorities with a focus on execution.
- Innovative: Continuously seeks to improve processes and member experiences.
- Collaborative: Works effectively with cross-functional teams and stakeholders.
- Strategic: Aligns membership and operational activities with broader organizational goals.

Pay, Progression and Perks

- The role is full time.
- City HR aim to be flexible and we do operate on a hybrid basis with the aim to be in the office/with members at least 2 days a week.
- The pay range for this roles is c.48,000-£52,000.
- A discretionary bonus of c.10% of salary
- There is an annual pension contribution of 10%
- Holiday entitlement of 25 days (pro rata) with office closure over the Christmas holidays and starting back in the New Year.

Closing Date : March 7th

Job Description

Membership & Events Executive

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Role Overview

We are seeking a proactive and organised Events and Membership Executive to manage and enhance our events and membership programmes. This role is ideal for someone who thrives in a fast-paced environment, has excellent communication skills, and is passionate about delivering exceptional experiences to our members and event attendees. This role reports to the Operations and Membership Lead.

Role Responsibilities

Events Management:

- Support the planning of a variety of events, including networking sessions, conferences, and seminars.
- Manage event logistics, including venue selection, catering, AV requirements, and supplier coordination.
- Develop and oversee event budgets, ensuring cost-effective solutions.
- Support the promotion of events through marketing channels such as social media, email campaigns, and websites.
- Coordinate with speakers, sponsors, and stakeholders to ensure smooth event execution.
- Evaluate event success and implement improvements based on feedback.

Membership Management:

- Support the Operations and Finance Manager in overseeing membership recruitment, engagement, and retention strategies.
- Act as the first point of contact for members, handling inquiries and providing support.
- Develop and implement membership growth initiatives.
- Maintain and update the membership database, ensuring accuracy and security of member records.
- Organise exclusive member benefits, including discounts, networking opportunities, and content access.
- Regularly report on membership trends and statistics to senior management.



Job Description

Membership & Events Executive

Skills and Experience Required

- Proven experience in events management and/or membership administration.
- Strong organisational skills with the ability to multitask and meet deadlines.
- Excellent verbal and written communication skills.
- Proficiency in CRM systems and event management software.
- Ability to work independently and collaboratively within a team.
- Customer-focused mindset with strong relationship-building skills.
- Knowledge of digital marketing and social media for event promotion is a plus. e.g. CANVA, FIGMA etc.
- Experience within other membership organisations would be desirable.

Pay, Progression and Perks

- The role is full time. hybrid
- City HR aim to be flexible and we do operate on a hybrid basis with the aim to be in the office/with members at least 2 days a week.
- The pay range for this job is c.28,000 to 30, 000 depending on experience.
- A discretionary bonus of c.10% of salary.
- There is an annual pension contribution of 10%
- Holiday entitlement of 25 days (pro rata) with office closure over the Christmas holidays and starting back in the New Year.

Closing Date : March 7th