

Role: Member Secretary

Reports to: CEO and BECBC Board

Location: Cumberland (with flexibility for remote work)

Type: Full-time / Permanent

Salary: £30,000 pa

#### Overview:

The Member Secretary is a key contact for BECBC members, helping them get the most out of their membership. This role involves supporting member engagement, managing systems like Glue Up, coordinating events, and ensuring smooth communication across the network. It's a hands-on role with a strong focus on service, organisation, and collaboration.

#### Main Responsibilities:

- Member Support & Engagement
  1. Welcome new members, help them settle in, and make sure they're aware of meetings, cluster groups, and engagement opportunities.
  2. Coordinate meeting bookings and liaise with the social media team for video content.
  3. Provide a smooth and positive offboarding experience, encouraging engagement with member benefits.
  4. Keep members informed about opportunities like videos, meetings, and events.
  5. Always offer excellent customer service.
- Membership Admin
  1. Handle renewals: send invoices, update company details, and follow up on payments.
  2. Respond to member queries and help resolve any issues, including Glue Up access or website problems.
- Glue Up & Website
  1. Manage the Glue Up platform (internal social platform for ticketing and information distribution), making sure the members area works well.
  2. Monitor updates, assess relevance, and share useful changes with members and the team.
  3. Keep the website tidy and up to date, posting tenders, news, and events promptly.
  4. Liaise with A Digital for any technical issues.
- Events & Sector Groups
  1. Support planning and delivery of Energy Networx and Sector Group events.
  2. Attend events when needed and provide admin support (e.g. labels, slides, IT).
  3. Help Sector Groups with logistics, venue sourcing, and on-the-day support.
- Reporting & Communications
  1. Assist with reporting using Excel—make it clear, useful, and easy to read.
  2. Record and digitise media for the social media team when they're not present.
  3. Attend Comms meetings to help identify engagement opportunities.
- Executive & Board Support
  1. Take minutes at Board meetings and provide operational updates.
  2. Help source venues and offer admin support as needed.
  3. Attend Shadow Board, Strategy Day, Comms, and Operations meetings when required.

- Prospects & Growth
  1. Engage with guest members and prospects to encourage full membership.
  2. Manage trial memberships encouraging take up of full memberships.
- Other Duties
  1. Carry out any other reasonable tasks requested by the CEO or Board.

What You'll Need:

Strong communication and organisational skills

Confidence using digital platforms (Glue Up, Excel, etc.)

A proactive, problem-solving mindset

Ability to work independently and as part of a team

A friendly, professional approach with a focus on member experience

### **About BECBC**

Britain's Energy Coast Business Cluster (BECBC) is a not-for-profit business network based in Cumbria. It brings together a wide mix of companies — from small start-ups to large employers — working across energy, engineering, professional services, digital, creative industries, and more.

BECBC is all about helping businesses connect, collaborate, and grow. Whether you're looking to raise your profile, find new opportunities, or simply meet like-minded people, BECBC offers a supportive and active community.

What BECBC offers its members:

- Networking – Regular events and sector group meetings to help members build relationships and share ideas.
- Business Development – Opportunities to collaborate, find new clients, and grow your business.
- Industry Updates – Access to tenders, news, and insights from across the region.
- Support & Visibility – A platform to showcase your work, share your story, and get involved in regional initiatives.
- Collaboration – A space where businesses of all sizes can work together on shared challenges and opportunities.

BECBC plays an important role in supporting the local economy and helping businesses thrive in Cumbria and beyond.