

Job Profile

Membership Delivery Manager

Department	Membership & Strategic Engagement
Location	Solihull
Reports to	Director of Membership & Strategic Engagement
Contract	Permanent
Hours	37 hours per week and operationally available to meet company requirements
Constraints (travel/ base/ working patterns etc)	You are expected to attend our offices for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Salary	£45-50k plus bonus eligibility, contributory pension, life assurance and further benefits
Date	June 2026

About us

At Energy & Utility Skills Group, our work matters.

Across energy, water, and waste, the UK faces a defining decade for workforce capability. The scale of infrastructure investment, decarbonisation, and the requirement for safe and resilient services depend on having the right skills, in the right place, at the right time.

We exist to ensure industry has the safe, skilled, competent, and future ready people it needs to deliver. As the trusted partner of industry, training providers, regulators, and governments, we operate at the point where policy, delivery, and assurance meet.

Over 70 members from across the UK form the Energy & Utility Skills Partnership. Collectively our members generate more than £120 billion in annual turnover and collectively employ over 200,000 people across the UK and support many more through extensive supply chains. Together, they power essential services that keep homes warm, lights on, water flowing, and waste managed.

This is a period of significant ambition and change for our Group. We are strengthening our influence, modernising how we operate, and raising expectations of pace, quality, and impact. We are looking for people who want responsibility, who are motivated by purpose, and who want their work to contribute to outcomes that matter nationally.

Our commercial activities include EUSR, the UK wide sector asset serving as the industry safety and competence register for more than 300,000 workers. Through a national network of over 200 training providers, essential and industry led training is delivered at scale. Our regulated apprenticeship and qualification offer continues to grow, and our consultancy services are widely recognised for their quality and impact.

If you are driven by delivery, curiosity, and the opportunity to shape the future workforce of the UK, we would welcome your application.

Find out more about our Group [here](#).

Our values

Together, credible and making a positive difference underpin all that we do. They are not just words on a wall.

Together: We are stronger together; by collaborating internally and externally we consistently deliver success as one high performance team.

Credible: Through a proactive approach and curiosity, we are specialists who combine ambition, innovation and impact. We are trusted by members, industry, customers, partners, governments and citizens.

Making A Positive Difference: Complementing our specialisms is our commitment to deliver and continuously improve. Ours is a great place to work, we individually and collectively play a pivotal role in delivering skills for the UK's future.

About the role

Reporting to the Director of Membership & Strategic Engagement, the Membership Delivery Manager is responsible for managing the operational delivery of membership services, strategic network groups and partnership activity across Energy & Utility Skills Group.

The role oversees the effective delivery of key outputs including from the Energy & Utilities Skills Partnership (EUSP), National Skills Academy forums across power, gas and water, and the sector jobs portal: Energy & Utilities Careers & Jobs (EUCJ). The Membership Delivery Manager will ensure high-quality governance, effective partner engagement, and clear reporting across all membership and network activity.

Working across Membership & Strategic Engagement, PMO, and the CEO Office, the role will also ensure all membership activity, programmes and outputs are aligned, well-managed and delivered to a consistently high standard, supporting member retention, engagement and organisational impact.

This is an exciting opportunity within a rewarding environment. Energy & Utility Skills Group is committed to supporting career progression, with opportunities for ongoing training and development.

About you

To be successful in this role, you will ideally bring experience from a membership organisation, or from a similar customer-facing environment where multiple high-profile meetings, forums or governance activities take place across the year and require consistent planning, coordination and delivery to a high standard.

With well-developed organisational, communication and stakeholder management skills, you will be able to manage competing priorities, coordinate high-quality membership activity and support the smooth delivery of meetings, communications and follow-up activity to a consistently professional standard.

You will have an interest in developing your knowledge and understanding of membership services, stakeholder engagement and governance activity, and enjoy working in a fast-paced team environment

Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport.

Job Description

Role Specific Responsibilities:

- Manage the operational delivery of membership services, ensuring all core processes including applications, onboarding, renewals, invoicing and associated records are managed effectively, accurately and on time.
- Oversee the delivery of Energy & Utilities Careers & Jobs (EUCJ), ensuring achievement of agreed KPIs, including member engagement, sign-up and renewal activity in collaboration with Key Account Managers.
- Manage the effective delivery of the skills strategy across EUSP and network group activity (energy, gas, power, water and waste), working closely with Project Managers and the PMO to ensure workstreams are delivered on time, to plan and in line with agreed priorities.
- Ensure all membership, governance and network activity is delivered to a consistently high standard, with excellent attention to detail, effective prioritisation and awareness of reputational and organisational risk.
- Build and maintain effective relationships with member organisations and strategic partners across energy, gas, power, water and waste, ensuring high levels of engagement, attendance and contribution across all forums.
- Act as a key coordination point for membership and commercial activity, supporting retention and growth by working with internal colleagues to continuously review and improve the membership proposition.
- Capture, maintain and analyse membership and stakeholder activity through CRM (Microsoft Dynamics), producing regular insight-led reporting to support decision-making, performance monitoring and continuous improvement.

Additional responsibilities:

- To attend, undertake and be responsible for any training, development and / or self-study to support your role.
- Demonstrate alignment with the organisation's values.
- Commitment to continuous improvement, curiosity, and for contributing proactively and positively to the culture and performance of the team.
- Ensure compliance with Energy & Utility Skills Group (and Energy & Environment Awards) policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Person Specification

Specification	Essential	Desirable
Education / Qualifications / Training / Knowledge		
Good standard of general education, including GCSE English and Maths (or equivalent)	✓	
Qualification, training or knowledge in business administration, membership, customer service, events, governance, or stakeholder engagement		✓
Work Experience & Skills		
Experience of working in a membership organisation, trade body, institute or similarly stakeholder-led environment.	✓	
Experience of coordinating membership activity, customer-facing services, stakeholder engagement or governance support in a busy organisational environment	✓	
Experience of supporting meetings, forums, networks or governance groups, including preparing papers, coordinating logistics and tracking actions	✓	
Experience of using systems and processes to maintain accurate records, track activity and support reporting	✓	
Good IT skills; ability to use Microsoft packages (e.g. Word, Excel and Outlook)	✓	
Familiarity and experience of working with CRM (e.g. MS Dynamics) and AI tools (e.g. Copilot)		✓
Skills & Competencies		
Planning & Organising: able to plan activities and projects well in advance, manages time effectively, prioritises to accomplish objectives and monitors performance against deadlines/milestones.	✓	
Relating & Networking: establishes good relationships with customers and colleagues; builds wide and effective networks inside and outside of the company; relates well to people at all levels and manages conflict.	✓	
Delivering results and Meeting Customer Expectations focuses on customer needs, sets high quality standards, works in a systematic, methodical and orderly way and consistently achieves objectives set.	✓	

Self-Motivated makes prompt, clear decisions; takes responsibility for projects and actions; takes initiative, acts with confidence and works under own direction; initiates and generates activity.	✓	
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