

BIOINDUSTRY ASSOCIATION JOB DESCRIPTION

JOB TITLE	Membership Relations Executive
DEPT/LOCATION	Membership and Business Development Bloomsbury, London
REPORTS TO	Associate Director for Membership and Business Development
SALARY DETAILS	£26-30,000 PA Dependent on Experience

BACKGROUND AND PURPOSES OF THIS ROLE

The BioIndustry Association is the UK's trade and membership organisation for biotech and innovative life sciences. With 600+ members and a full programme of advocacy and connecting people across the sector - through committees, communities, publications, campaigns, online and in-person events – the opportunities for organisations keen to support the sector and connect with companies are significant.

With the growth of our membership and activities, we have had a strong focus on member relationship management and retention, with a growing need to help service the membership and assist them in utilising the benefits.

We are now looking for a membership relations executive who understands our ethos and the value of excellent customer relations to help service, engage and maintain close connections with our membership.

DUTIES AND RESPONSIBILITIES

Member Support

- Support the Associate Director for Membership and Business Development & the Senior Membership and Business Development Manager in building and maintaining relationships with BIA members
- To form effective connections with key personnel at member organisations to encourage engagement, event attendance, wider use of benefits and participation in BIA business solutions programme
- Gain a strong understanding of all BIA activities/initiatives in order to present the benefits and opportunities of BIA membership to potential and existing members in a professional manner
- To provide administrative support to BD and Membership function
- To work closely with the wider BIA team to deliver the overall membership strategy
- To support in coordinating email responses to new and existing member enquiries
- Work with wider team to ensure that lead capture through all channels (website, online communications, printed collateral, events, networking etc.) is comprehensive and provides the information necessary for effective follow up
- Work with contacts at our business solutions partner programmes to develop these schemes further – maximising membership benefit and income for BIA

Retention and renewals

- Assist in member retention calls/meetings
- Work with the wider team to design engagement campaigns and target existing members informing them of latest benefits
- Work with Membership team to ensure any issues with renewing members are addressed promptly and to a satisfactory conclusion

Events and networking

- Attend relevant industry and BIA events (UK & overseas) to network and to promote the benefits of BIA membership and build a professional network of contacts. This will include occasional evening and weekend work.
- Regular visits to BIA members offices and external events throughout the UK where appropriate

Maintaining accurate records on the CRM

- Work with Membership team to monitor and keep membership data up to date at all times

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Demonstrable Skills:

- Excellent customer service skills
- Professional and clear communicator
- Efficient and confident networker
- Strong desire to work for a mission driven and purposeful organisation
- Personable, conscientious and willing to adapt and be flexible
- Ability to grasp and convey a membership/service/NFP based offering
- Professionalism and ability to confidently liaise with decision makers
- Strong attention to detail and ability to multitask
- Excellent presentation and written communications
- Experience in using all standard Microsoft programmes
- A self-starter who can work independently and as part of a team
- Proven ability to get to grips with complex subject areas quickly
- Experience of using CRM databases in relation to contact management or sales leads
- Degree-level education or equivalent

Desirable Skills:

- Ideally 1- 2 years' experience from a similar membership relationship role
- Experience of using Microsoft Dynamics for contact management
- Experience working within a not-for-profit/trade association
- Life science background (ideal, not necessity)

WORKING FOR THE BIA

Building a thriving, diverse workplace is a priority across all industries. The BIA is committed to providing a fair and equitable working environment, to attract and nurture people from all backgrounds. We value the individuality and diversity that employees bring to the company throughout our activities.

WORKING PATTERN

We are currently working in a hybrid pattern, whereby we work 3 days in the office and 2 from home. If the successful candidate is located within 40 miles of the London office, we expect them to adhere to this pattern.

HOW TO APPLY

Interested candidates are invited to submit their resume/CV and a cover letter detailing their relevant experience, with reference to the job description, outlining their approach to the role.

Please note that all offers of employment are subject to two satisfactory references and proof of eligibility to work in the UK. Applications written using an AI generator will not be accepted.

Please email your application to recruitment@bioindustry.org with the subject line "Membership Relations Executive Application - [Your Full Name]." Deadline for applications is Wednesday 30th September 2026 at 9am. There may be an accelerated recruitment process, so interested applicants are strongly encouraged to apply as soon as possible ahead of this closing date.

Initial interviews will take place during week(s) of 5th October, dependent on availability. We are committed to providing equal opportunities and creating an accessible workplace. If you require any reasonable accommodations during the application, interview or assessment process, please let us know when you apply.

Prepared by: Natalie Garrett
Approved by: Nick Gardiner

Date: 20th Aug 2026
Date: 28th Aug 2026