



JOB DESCRIPTION

Job title:	Membership Manager
Accountable to:	Head of Good Landlord Charter
Liaison with:	Good Landlord Charter colleagues Governing Board Advisory Board Landlords Letting Agents Local authorities Tenants Other Stakeholders
Location:	Greater Manchester
Salary:	£37,000

Job summary:

The Greater Manchester Good Landlord Charter is one of Andy Burnham's flagship housing policies to raise renting standards across Greater Manchester. Developed in collaboration with local authorities, housing providers, tenant groups, and landlords, such as Greater Manchester Tenant's Union, National Residential Landlord Association, Safe Agents, and Greater Manchester Housing Partnership. The Charter promotes responsible and ethical management of rental properties, strengthens tenant protections, and improves the overall quality of rented housing and the renting experience.

The Charter features 21 criteria that exceed legal minimums, promoting good renting practices, such as:

- **Affordable:** Ensuring properties meet EPC C standards or higher.
- **Inclusive:** Facilitating reasonable property adaptations.
- **Private and Secure:** Allowing tenants to make reasonable changes.
- **Responsive:** Adhering to published response times.
- **Safe and Decent:** Requiring qualified tradespeople for repairs.
- **Supportive:** Referring at-risk tenants to councils.
- **Well Managed:** Demonstrating landlord accreditation or training.

As Membership Manager for the Greater Manchester Good Landlord Charter, you will be responsible for engaging and recruiting landlords and letting agents, ensuring adherence to high standards of practice within the social and private rented sector. Your role will involve building and maintaining strong relationships with supporters and members, providing guidance on property standards and tenant rights, and collaborating with local authorities and stakeholders to drive continuous improvement. The Membership Manager will initially oversee a Membership Co-ordinator, with the potential for team expansion in the future. By

promoting the Charter's criteria, you will play a key part in enhancing the quality of renting across Greater Manchester.

Applicants must be based in or around the Greater Manchester area to be considered for this role.

KEY RESPONSIBILITIES

No job description can cover every issue that might arise, and the post holder is expected to carry out other duties from time to time, broadly consistent with those listed below.

Core Responsibilities:

Membership Management

- Provide day-to-day support to members, responding promptly to enquiries and offering guidance on membership benefits and compliance.
- Onboarding and retention new members, ensuring all necessary information and documentation is collected and recorded accurately.
- Management of membership records, using appropriate systems to track applications, renewals, and communications.

Stakeholder Engagement:

- Meaningfully engage with landlords, tenants, housing providers, and local authorities.
- Represent the Charter at events, workshops, and forums, helping to raise awareness and promote membership.
- Proactively build positive relationships with members and stakeholders, acting as a key point of contact.

Marketing & Communications Support:

- Creation of marketing materials, newsletters, and updates to members.
- Coordinate social media content and digital communications to promote the Charter and its initiatives.
- Lead on the delivery of campaigns to attract new members and retain existing ones.

Monitoring and Reporting:

- Provide accurate tracking of membership performance and compliance, providing regular updates to the Head of Good Landlord Charter.
- Monitor the effectiveness of membership initiatives, identifying opportunities for improvement.

Essential Qualifications and Experience:

- **Experience in Membership Management:** Proven experience in managing memberships, preferably within a housing, property management, or public sector context.
- **Knowledge of the Housing Sector:** A strong understanding of the private rented, social, and specialist housing sector, including landlord-tenant relationships, housing regulations, and property standards.
- **Stakeholder Engagement:** Experience in working with a wide range of stakeholders, including landlords, tenants, local authorities, housing providers, and regulatory bodies.
- **Communication Skills:** Excellent verbal and written communication skills, with the ability to engage and influence diverse groups of people, both face-to-face and through digital platforms.
- **Customer Service Focus:** A demonstrated ability to deliver high-quality customer service, providing advice and support to members while promoting the benefits of the Charter.

Desirable Qualifications and Experience:

- **Experience in Project or Programme Management:** Experience in managing projects or programmes, including monitoring performance and delivering improvements.
- **Understanding of Ethical and Sustainable Practices:** Knowledge of ethical business practices and sustainability within the Greater Manchester housing sector.

Skills and Attributes:

- **Relationship Building:** Ability to build and maintain positive, professional relationships with a diverse range of stakeholders, including members, external partners, and colleagues.
- **Problem-Solving:** Strong problem-solving skills, with the ability to identify challenges and find practical solutions to address issues in membership and property management.
- **Organisational Skills:** Excellent organisational skills, with the ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- **Attention to Detail:** High level of attention to detail in monitoring compliance, reporting, and managing membership records.
- **Proactive and Self-Motivated:** A proactive approach to managing responsibilities, with the ability to work independently and as part of a team.

Personal Attributes:

- **Commitment to Ethical Standards:** A strong commitment to promoting responsible and ethical practices within the housing sector, with a focus on fairness, safety, and tenant rights.
- **Empathy and Approachability:** A compassionate and approachable attitude when dealing with members, tenants, and stakeholders, demonstrating sensitivity to diverse needs and concerns.
- **Resilience and Adaptability:** The ability to remain calm and effective in challenging situations, adapting to changes in policies or priorities as required.

Contributing to the Social Value of the Charter:

- **Social Responsibility:** A commitment to contributing to the social value of the Greater Manchester Good Landlord Charter by promoting and supporting initiatives that enhance the local community, support vulnerable tenants, and improve the overall living standards for renters.

Required behaviour and attitude

Must be able to demonstrate a commitment to equal opportunities in relation to the work of The Dispute Service.

Applicants must be able to:

- be **customer focused** and treat every customer as an individual
- recognise the importance of **fairness** in all of our work
- demonstrate how they are **making a difference** in the work that they do
- can articulate the importance of **teamwork**