

Membership Engagement Manager

Recruiter: Food Network for Ethical Trade (FNET)

Location: Remote working with a requirement to travel for in-person meetings (approximately 1 per month)

Employed: Full-time, 37.5 hours per week.

Closing date: 30th July 2026

Function: Community and Membership Management

Industry: Non-profit, Membership Organisation, Food processing, manufacturing and production

FNET is committed to equality, diversity and inclusion and welcomes applications from all individuals regardless of personal characteristics or background.

Mission: The Food Network for Ethical Trade (FNET) is a collaborative network of supply chain partners established in 2017, which aims to use the collective leverage of suppliers and retailers to bring about positive change in working conditions in global food, beverage and horticulture supply chains. We do this by providing guidance, resources, training and opportunities for collaboration.

Position: FNET seeks a confident relationship manager with a background in human rights to lead its member engagement and growth. This role is vital to managing and maintaining, growing and strengthening FNET's membership base, ensuring members receive a high-quality experience and that FNET is well-positioned externally. The role will lead work on day-to-day membership management, the membership journey, membership growth, member engagement, and outreach. This role will help to shape compelling services and offers that support FNET's mission and financial sustainability. The role holder will work closely with other FNET Team members to identify and attract new members, developing/executing a growth strategy aligned with the new organisational strategy 2027-32 (in development). It will also lead member segmentation, listening and stakeholder engagement strategies so that FNET's offer, relationships and communications are tailored to different audiences and informed by member need. The role will work closely with the Executive Director, the wider team and external partners.

Salary and Benefits will be competitive, including a pension with 5% contribution from FNET, 25 days holiday + your birthday + UK Bank Holidays. Our culture is collaborative, creative and fun with lots of opportunities to build your network and knowledge on a host of issues to do with food and human rights.

Salary in the range of £40-50K

1. Member engagement, segmentation and retention: *Strengthen the member experience and support long-term retention through insight, responsiveness and continuous improvement.*

- Lead on day-to-day member management, contributing to an excellent member experience. Act as the main point of contact with members' enquiries, including triaging emails and signposting across the organisation.
- Co-manage a comprehensive CRM, establishing new modes of working to heighten efficiency and ease for both members and the FNET team.
- Lead member segmentation and listening approaches, including feedback mechanisms and listening groups, to identify priorities, improve relevance and strengthen retention.
- Develop targeted engagement offers for different member groups and use insight to strengthen member value, retention and participation.
- Develop and improve materials, processes and communications that support recruitment and onboarding of new members.

2. Delivery of core member services: *Lead on core member activities, including member onboarding, annual events and member networking.*

- Lead the planning and execution of member events, in particular FNET's two annual member meetings, working with colleagues and external providers to ensure high-quality delivery and member experience.
- Lead the member onboarding journey, responding to prospective member queries, and upholding the year-long member induction journey.
- Work closely with colleagues to provide technical support to members, including reviews of human rights due diligence frameworks, identifying core gaps in resources and practice, and leading facilitation of thematic meetings with members as needed.
- Help ensure members are aware of, and connected into, relevant FNET activities, working groups and services, working closely with the Project and Communications Managers.
- Work closely with individual members and the FNET team to manage opportunities shared by members, including hosting site visits for the FNET team and hosting working group meetings.

3. Membership growth and commercial partnerships: *Lead a proactive and structured approach to attracting, converting and onboarding new members and establish FNET's commercial offering to non-members.*

- Develop a growth strategy to align with the evolving organisational strategy and prioritise members who can support the network to achieve its vision and yield the greatest impact.
- Own and manage the membership pipeline, including prospect research, outreach, follow-up and conversion. Work with the Communications and Membership Manager to map opportunities and events to position FNET externally, building and maintaining strong relationships with prospective members and strategic partners.
- Lead on the development of business cases and financial models for new services or partnership opportunities. Work with colleagues and external partners to support the successful design and promotion of these offers.
- Where relevant, contribute to funding proposals and help to position the organisation strategically with relevant funders.

4. Insight and member data: *Use CRM insight and engagement data to support growth, retention and effective decision-making.*

- Evolve and deliver the FNET annual benchmarking survey and analysis of member responses to monitor progress.

- Use CRM reports and member data to identify opportunities for growth, engagement and retention.
- Work with the Head of Finance & Operations to ensure CRM outputs support pipeline management, member insight and planning.
- Support effective use of contact, outreach and engagement data in membership activity.
- Contribute to improving how insights are used to strengthen the member experience and growth planning.

5. People leadership, collaboration and contribution to FNET: *Contribute to the smooth running of the organisation, working closely with colleagues to ensure member services are delivered to a high standard.*

- Work collaboratively with the FNET team, including the Project Managers, Head of Seafood, Head of Finance and Operations, and Executive Director. Contribute to existing planning tools and processes and commit to reducing duplication within FNET, owning the annual planning calendar.
- Contribute to FNET core activities, including contributing to member fortnightly calls, planning for all-member meetings, contributing to weekly news roundups and working with the Communications Manager on public-facing comms (e.g. blogs and LinkedIn).
- Foster a positive, inclusive and learning-oriented culture among members.

Person specification

Criteria	Essential	Desirable
Knowledge	Understanding of membership organisations, relationship management and business development approaches	Knowledge of responsible business, human rights due diligence or sustainability issues in the food sector
Experience	Proven experience in membership engagement, business development, partnerships, account management or a similar externally facing role	Experience of working in a small organisation, membership body or mission-led network
Skills	Excellent communication and relationship-building skills; strong organisational ability; confidence managing multiple stakeholders; ability to use CRM and Microsoft 365 tools effectively; proactive and able to work independently	Experience developing marketing content, proposals or service offers; confidence interpreting data and turning it into practical insight

Benefits of taking on this role:

- **Positive impact:** an opportunity to help grow a values-led organisation working with major companies in the food industry to improve human rights outcomes for workers globally.
- **Varied and strategic work:** the chance to combine relationship development, member engagement, systems improvement and innovation.
- **Flexibility:** we work remotely but with regular team calls and in-person meetings.
- **Benefits:** range of benefits including pension with 5% contribution from FNET, 25 days holiday + your birthday + UK Bank Holidays.

Diversity, Equity and Inclusion

FNET believes that our mission will be more powerfully achieved with justice and equity embedded in our daily work. We are keen to increase our diversity across the team and Board, and welcome applications from historically under-represented groups and people who identify as having protected characteristics. Please indicate any areas of support you might require in the application process, and we will make necessary adjustments to make the recruitment process equally accessible to everyone.

Application process

Interested parties should share a covering letter and CV by the 30th July 2026 with admin@foodnetworkforethicaltrade.com.

We are not offering visa sponsorship for this role. Applicants must have the legal right to live and work in the UK and must be a resident or able to relocate prior to the role starting.