

Business Administration Apprenticeship

Reports to: Membership Director

Department: Membership

Conditions of Service

Hours: 35 hours per week (9:00 am – 5:00 pm, Monday to Friday; occasional work, including attendance at events, outside these hours may be required)

Salary: £18,000 p.a., paid monthly in arrears

Annual Leave: 20 days plus public holidays, with discretionary additional days between Christmas and New Year

Other terms and conditions as detailed in the CIPHE Employment Handbook apply

Role Overview

This apprenticeship offers hands-on experience primarily within the Membership Department, including digital communications, marketing, events, and member services. You'll play a key role in supporting the growth of CIPHE membership by helping to recruit, retain, and re-engage members, while also promoting and delivering membership services.

While your core responsibilities will be in membership and marketing, you'll also provide administrative support to the Finance and Technical departments. This may include assisting with data entry, document management, processing invoices, scheduling meetings, and supporting technical projects or communications.

Working closely with colleagues across departments, you'll develop practical skills in CRM and CMS systems, social media management, email marketing, and data analysis — all while contributing to meaningful projects that support CIPHE's mission and operations

Apprenticeship Project

You will analyse CIPHE's digital presence — including social media, email marketing, and website activity — to determine which platforms work best for different audiences. Using your findings, you'll help create strategies to boost engagement, followers, and sign-ups, suggesting improvements based on performance data.

Key Responsibilities

Membership & Administration

- Process and update member information using Microsoft Dynamics CRM
- Handle payments, audience segmentation, and data quality improvements
- Respond to enquiries from members/applicants/public with high-standard of customer service
- Prepare and dispatch welcome packs, certificates, and application materials
- Support membership recruitment, retention, and reinstatement activities
- Assist with Engineering Council registration processes, including application handling, assessor liaison, and mentor matching
- Ensure GDPR compliance in all data handling

Digital Marketing & Communications

- Create and schedule engaging content across social media platforms
- Monitor social media performance, engagement trends, and competitor activity
- Assist in producing e-shots, newsletters, and tailored email campaigns
- Upload and update website content, including news and blog posts
- Contribute to campaign planning meetings with creative ideas
- Administrative support for, and participation in, activities of Marketing & Comms Committee

Events & Campaign Support

- Assist with event preparation, logistics, signage, promotional materials, and communications
- Support on-site at industry events, promoting CIPHE and signing up new members
- Capture event photos and assist with basic video content creation

Data & Reporting

- Compile monthly marketing reports covering social media, email campaigns, and website traffic
- Conduct market research on competitors and audience behaviour
- Use insights to suggest content ideas and marketing improvements

What You'll Gain

- Practical experience in membership services, marketing, and business administration
- Digital skills across CRM, CMS, social media, and email marketing platforms
- Experience in event coordination and customer engagement
- Understanding of professional membership growth strategies
- A nationally recognised business administration qualification

This role is ideal for someone who is confident in communicating with people, organised, curious, digitally savvy, and keen to learn how business, marketing, and membership development work together to drive growth in a professional organisation.