

# Member Relationships Manager

## Application Pack



Christian Supply Chain  
BUYING GROUP/UK

Christian Residential Network is the trading name of CCI (UK) and is registered at the below address as charity No: 326637 Reg in England: 1822565

Christian Supply Chain Buying Group UK Ltd company No:02646074 is also registered at the below address

Registered Office: Unit 8 Castle House, Dawson Road, Bletchley, Milton Keynes, MK1 1QT

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# About Christian Supply Chain Buying Group UK Ltd

We're more than just a buying group; we're part of a UK wide family committed to strengthening Christian residential ministry.

[CSCBG](#) is wholly owned by [Christian Residential Network \(CRNet\)](#). Together, we serve as a vibrant, non-denominational movement supporting Christian organisations across the UK, and we're connected worldwide with partners in Australia, New Zealand, South Africa and India through our international steering group.

By harnessing the combined purchasing power of our members, CSCBG is able to secure preferential pricing, exclusive discounts and valuable benefits with trusted suppliers. The more members who join in, the stronger our voice and the greater the savings and support we can deliver back into Christian ministry.

Everything we do is rooted in our Christian ethos. CSCBG's trading activity doesn't just reduce costs, it fuels the wider vision of promoting and sustaining Christian residential work here in the UK. The person in this role will help carry that vision, representing our mission and values to members, suppliers and partners. As this role involves leading devotions and spiritual support to staff and members, there is an Occupational Requirement that the post-holder is a practising Christian, able to affirm the CRNet Statement of Faith (see attached).

CRNet, our parent network, is a community of Christian organisations and individuals engaged in residential holidays, camps, conferences and outdoor ministries across the UK. We exist to equip and encourage them, enabling them to thrive in the unique callings God has given them. As one of 27 associations around the world forming part of CCI Worldwide, CRNet connects UK ministries to a truly global fellowship.

Our staff team is small but dedicated – two employed by CRNet (including the Chief Executive, who also works with CSCBG), and two employed solely by CSCBG, including this exciting role.

Hopefully this application pack tells you everything you need to know, but if you would like to arrange an informal conversation with the CEO to discuss this further, please email [recruitment@crnet.org.uk](mailto:recruitment@crnet.org.uk).

## About this role

The **Member Relationships Manager** at CSCBG is an exciting opportunity for a driven and people-focused professional to make a real impact.

In this pivotal role, you'll combine your sales and business development expertise with a mission-led purpose—building strong, lasting relationships with members and suppliers while driving growth across the buying group.

You'll be at the forefront of identifying new membership opportunities through market research, generating leads, and representing CSCBG at industry events, raising the organisation's profile and influence. With a balance of strategic client relationship management and hands-on member engagement, you'll help members unlock savings, strengthen partnerships, and access valuable services, all while reflecting CSCBG's distinct Christian ethos.

This is a rewarding role where your skills will not only deliver measurable results but also contribute to the growth of Christian residential ministry across the UK.



## Job Description

**Job Title:** Member Relationships Manager

**Reports to:** Supply Chain Manager (CSCBG UK Ltd)

### Role purpose:

The **Member Relationships Manager** role exists to drive growth and engagement within CSCBG by building strong, lasting relationships with members and suppliers. The role combines business development, client relationship management, and market insight with CSCBG's Christian ethos—helping members unlock savings, strengthen partnerships, and support the wider vision of Christian residential ministry across the UK.

### Summary of Responsibilities:

- Strengthen engagement between members and suppliers through clear communication of the range of products and services available, tracking progress and reporting results.
- Undertake market research and opportunity identification to ensure CSCBG anticipates member needs and identifies new growth areas.
- Drive lead generation and prospecting, actively seeking out and engaging with new potential members and suppliers through networking, referrals, and industry channels.
- Enhance CSCBG's visibility through brand representation at industry events, exhibitions, and networking opportunities.
- Report directly to the Supply Chain Manager, engaging with a wide range of stakeholders within business and Christian ministry sectors to develop strong and sustainable relationships.
- Demonstrate a track record in business development and sales in a business-to-business environment.

The infographic features the CSCBG logo at the top. It is divided into several sections: 'MEETING YOUR NEEDS' with an image of a chair and text stating 'We have over 20 suppliers covering over 30 main categories of spend.'; 'BIG SAVINGS' with a piggy bank icon and text 'Members save on average 5% to 20% on their spend, but savings can be even higher.'; 'WE'RE POPULAR' with an image of hands shaking and text 'We already have over 1000 members benefitting from the savings we provide.'; 'membership is FREE' with a list of benefits: 'No joining fees', 'No ongoing membership fees', 'No minimum purchase criteria', and 'Absolutely no hidden costs.'; and 'SAVE MONEY ON...' listing categories: 'FOOD CATERING SUPPLIES UTILITIES BEDS & FURNITURE WASTE DISPOSAL TELECOM STATIONERY INSURANCE LINEN & ACCESSORIES AND MORE!'. The bottom right corner includes the website 'www.cscbg.org.uk' and phone number '01908 66395'.

### Desired Outcomes:

- Increase the number of members using the buying group by demonstrating savings and service benefits.
- Ensure the supply needs of CSCBG members are identified and met effectively.
- Raise awareness and engagement with CSCBG through proactive prospecting and representation at industry events.
- Promote Christian residential ministry, as appropriate.
- Provide spiritual support for Christian members, including through prayer.

## **Specific Duties and Responsibilities**

### **Member Engagement:**

1. Deliver excellent customer service to members in a professional and timely manner, primarily through calling and emailing.
2. Promote CSCBG & suppliers to members, encouraging full use of supplier products and services.
3. Create and distribute communications with members regarding products and services across all relevant channels.
4. Represent CSCBG professionally and credibly in all member and supplier interactions.
5. Actively generate leads and promptly follow up on all member enquiries with suppliers to drive engagement and maximize conversion opportunities.
6. Represent CSCBG at trade shows, exhibitions, and networking events to build the profile of the organisation.

### **Business Development:**

1. Conduct market analysis to identify potential new members or suppliers.
2. Lead generation & prospecting – Proactively seek out and engage with new prospects through networking, referrals, and business channels.
3. Provide insights to management on opportunities for growth, improved engagement, and strategic partnerships.

### **Administration & Management:**

1. Maintain CRM records and databases accurately to ensure data integrity, including sales opportunities, communications, and marketing initiatives.
2. Develop, maintain, and improve the sales tracking and reporting processes, with particular focus on member enquiries to suppliers.
3. Respond to all correspondence promptly and professionally, ensuring administration is accurate and legally compliant.
4. Organise, promote, and assist with the annual Trade Show.
5. Provide spiritual guidance, prayer, and counsel to staff or members (or direct them to someone who can provide such support) within the theological framework of CRNet.
6. Undertake additional tasks and duties as agreed with the CSCBG Supply Chain Manager.

### **Key Performance Indicators (by end of financial year)**

- Achievement of overall sales budget.
- Increase the number of members in the Buying Group
- Growth in number of members purchasing from at least 1 supplier.
- Increase in number of members purchasing from 3 or more suppliers.
- Expansion of CSCBG's visibility through brand representation at external events.
- Evidence of prayer requests and spiritual support for members, in line with CSCBG's ethos.

### **General activities for CSCBG and CRNet:**

- Answering the phone, taking messages, and dealing with enquiries
- Working closely with Supply Chain Manager and covering where required.
- Providing ad-hoc administration and support to the Management Team
- To take an active part in the spiritual aspects of the work, including staff prayer times, online prayer gatherings and praying with and for our members.
- To work with other CRNet and CSCBG staff to manage the Annual National Conference and exhibition.

## Person Specification

We are looking for a well-qualified and experienced individual to drive growth and engagement within CSCBG by building strong, lasting relationships with members and suppliers.

### Essential skills:

- Practicing Christian with a personal faith, able to align with the values and mission of CRNet and CSCBG.
- Proven sales and business development experience, preferably in a business-to-business capacity.
- Highly motivated and energetic self-starter with high levels of integrity and a professional self-image.
- Strong organisational abilities and the ability to prioritise workload and work to tight deadlines.
- Negotiation skills.
- Excellent networking and presentation skills, with the ability to build positive relationships at all levels.
- Clear and confident communicator, both verbally and in writing.
- Strong IT skills, highly competent with Microsoft Office and comfortable with online technology, including CRM database management.
- Strong influencing skills with a willingness and ability to learn.
- Able to work flexibly and using initiative.
- Full UK driving license

### Desirable skills:

- Experience of working in a not-for-profit environment or an understanding of the not-for-profit, charity, or church sectors.
- A working knowledge and understanding of HubSpot – that combines CRM, email marketing, workflows, and analytics.
- Customer service skills with proven ability to enhance member satisfaction.
- Previous Marketing experience including the use of applications such as Canva.
- Demonstrates a strong understanding of ethical business practices.
- Ability to prioritise workload and work to tight deadlines (E).

*There is an Occupational Requirement that this post is held by a Christian (Equality Act 2010). Therefore, you will be able to demonstrate a commitment to Christ and be a regular, serving member in a Christian church context, in line with the Ethos, Vision and Values of CRNet, our Statement of Faith and our biblical understanding of sexuality and gender (see attachment).*

## Terms of employment

1. **Location:** Bletchley office one day per week, rest of the hours can be flexible.
2. **Salary:** £28,000 FTE (pro-rata up to 15 hours per week).
3. **Contract:** This is a permanent appointment and subject to an initial six-month probationary period and the usual ongoing CRNet / CSCBG appraisal process. This post is subject to satisfactory references and a basic DBS check.
4. **Notice Period:** 3 months.
5. **Pension:** Contribution is made to a Pensions Regulator approved pension fund of your choice.
6. **Hours of work:** Part-time role with flexible hours up to 21 per week, with the option to work fewer hours depending on availability and preference.
7. **Annual leave entitlement:** 20 days, plus bank holidays. Plus, three days of paid leave between Christmas and New Year when the CRNet office is closed. You will also be entitled to up to 7 days paid leave to volunteer on a Christian holiday.
8. **Start date:** As soon if possible.
9. **Occupational requirement:** Yes (*Equality Act 2010*).

## How to apply

Please complete the application form and ensure you demonstrate how you meet the requirements of the person specification.

Applications should be sent to [recruitment@crnet.org.uk](mailto:recruitment@crnet.org.uk)

## Closing date and interviews

Applications are reviewed on submission.