



WORK WITH US

Job Description – SBC Membership Coordinator

July 2026

JOB DESCRIPTION: SBC Membership Coordinator

Location:	40 Queen Street, London EC4R 1DD
Salary Band:	£35,480 - £36,500 per annum
Responsible to:	Head of SBC Accreditation and Membership
Contract:	Permanent. Hybrid working – expected 2 days in the office (Tue & Wed), 3 days from home

About the Chartered Association of Business Schools

We are the voice of the UK's business and management education sector. We support our members to maintain world-class standards of teaching, research, and enterprise engagement. Through dialogue with policymakers, business, and stakeholders, we inform government policy to help create the best possible environment for our business schools, the economy and wider society to flourish.

We are a highly motivated team working in a fast-paced environment to deliver on our members' priorities:

- Securing the financial sustainability of UK business schools
- Accelerating small business productivity and growth across the UK

Our core values:

- Community Building
- Agile Expertise
- Authentic Accountability
- Purposeful Impact

Purpose of the role

The SBC Membership Coordinator supports the structured delivery of Small Business Charter accreditation and membership operations, including the assessment and accreditation lifecycle from application and assessment through award, renewal and reaccreditation. Working within agreed processes and under the direction of the Head of SBC Accreditation and Membership, the postholder coordinates assigned operational stages, maintains accurate records and communications, and supports a high-quality experience for accredited business schools throughout their membership.

The postholder contributes to SBC's operational infrastructure, including the transition to Salesforce, the maintenance and refinement of processes and materials, and the coordination of assessor training and forums. The role also provides defined operational support to the CMBE programme, helping to maintain consistency across the organisation's membership and accreditation activity.

Responsibilities of the role

The postholder coordinates assigned SBC accreditation and membership activities within established processes, working with business schools, assessors and SME stakeholders, and supporting the Head of SBC Accreditation and Membership on delivery, reporting and practical process improvements.

Key responsibilities include:

Accreditation operations

- Coordinate assigned stages of accreditations and reaccreditations, including scheduling, panel logistics, documentation flow and milestone tracking across concurrent assessments
- Track assessor reports through each stage of the review, ensuring deadlines are met and records are complete
- Support the administrative stages of board approval, including preparing and distributing voting documentation and monitoring voting deadlines
- Request purchase order numbers from business schools and coordinate with the finance team to support the timely issue of application, assessment and reassessment invoices
- Produce and send SBC certificates to successfully accredited business schools
- Maintain accurate pipeline records and produce regular operational reporting on current and forthcoming accreditations to support planning and decision-making

Assessor pool administration

- Provide day-to-day administration of the assessor pool, maintaining contracts, issuing commissioning emails and recording current conflict-of-interest declarations
- Maintain records of assessor capability, availability and assessment history to inform panel allocation decisions made by the Head of SBC Accreditation and Membership
- Arrange and coordinate assessor training, including maintaining the expressions-of-interest list, inviting prospective assessors to training and tracking completion of shadowed assessments as part of induction
- Coordinate the SBC Assessor Forums, including scheduling, communications and materials
- Process assessor payment claims accurately and promptly, coordinating with the finance team where required
- Track workload distribution across the assessor pool and flag capacity or sustainability issues to the Head of SBC Accreditation and Membership

Membership and stakeholder support

- Provide a responsive day-to-day contact for accredited business schools, building effective working relationships and supporting a consistent, high-quality membership experience
- Coordinate the defined stages of the renewals process, including issuing renewal notices, supporting invoicing, tracking payment and following up outstanding fees
- Coordinate onboarding for newly accredited business schools and contribute practical suggestions to improve onboarding and engagement communications

- Handle member queries and routine membership administration, maintaining accurate records and data integrity
- Keep the SBC sections of the website up to date
- Support SBC activity at SBC, Chartered ABS and external events, including engaging with members, staffing the SBC stand and networking with SBC contacts

Systems, data and reporting

- Support the transition of membership and accreditation data to Salesforce, developing confident working use of the system and completing data cleansing, validation and record maintenance tasks during and after migration
- Maintain organised and accurate information across SharePoint and related systems
- Produce operational reporting on the accreditation pipeline, membership renewals and assessor activity to support planning and decision-making

Process improvement and materials

- Identify practical improvements to operational workflows, templates and documentation and support their implementation within agreed scope
- Support the Head of SBC Accreditation and Membership in developing new and updated materials supporting the assessment process
- Contribute to continuous improvement of the accreditation and membership experience as new systems bed in

CMBE support

- Help answer pre-application questions from prospective CMBE subscribers
- Review and process CMBE applications against agreed criteria, escalating exceptions or queries where required
- Help ensure information on prospective and active subscribers and group subscription managers is up to date in Salesforce
- Provide regular reports on the status of subscribers, evidence submissions, audited subscribers and renewals
- Support the administration of the CMBE Professional Standards Board as required
- Provide accurate data sets from the CMBE pipeline and subscriber database to colleagues in marketing and communications
- Support the events team in liaising with participants attending CMBE CPD workshops

Cross-team collaboration

- Work with colleagues across the organisation, including events, marketing and finance, to coordinate assigned SBC and CMBE activity and support consistency across membership and accreditation processes

Person Specification

Candidates must be able to demonstrate that they meet the 'essential' criteria. **Applicants must have the right to work in the UK.**

About you

This is a delivery-focused coordination role suited to someone highly organised, accurate and comfortable managing multiple assigned workstreams within clear processes. The ideal candidate combines practical operational coordination experience, confidence using systems and data, and the communication skills to provide responsive support to business schools, assessors, members and colleagues. They will take initiative within the scope of the role, identify practical improvements and escalate issues appropriately.

Experience	Essential	Desirable
Experience coordinating multi-step operational processes or programme activities, ideally in a membership, accreditation or professional body environment	x	
Experience using CRM systems for record management, data quality and reporting	x	
Experience contributing to improvements in a process, workflow or system	x	
Experience of financial administration, such as purchase order handling, invoicing coordination or payment tracking		x
Salesforce experience desirable		x
Skills & Abilities	Essential	Desirable
Strong operational coordination and planning skills, with the ability to manage competing deadlines across assigned workstreams	x	
Confident data handling, with high attention to accuracy and the ability to produce clear reporting	x	
Excellent written and verbal communication, including professional correspondence with external stakeholders	x	
Confident use of digital tools and systems, including SharePoint and CRM platforms, with the aptitude to learn new systems quickly	x	
Ability to take initiative within defined processes, prioritise effectively and recognise when to escalate	x	
Key Behaviours	Essential	Desirable
Takes ownership of assigned tasks, systems and deliverables and flags issues early	x	

Coordinates competing priorities and responds constructively to changing operational needs		
Builds effective working relationships with business schools, assessors, colleagues and other stakeholders	x	
Ensures accuracy in data, communications and operational outputs	x	
Identifies practical improvements and contributes positively to collaborative, service-focused working		

Our Values

Our values guide how we work together every day. In return, we offer flexible working and a friendly, down-to-earth, hardworking and collegiate environment. We are located near Cannon Street offering a hybrid working arrangement.



How to Apply

To apply successfully, please send your **CV (2 pages)** and a **covering letter (no more than one side of A4)** explaining how you meet the person specification.

Applicants must have the right to work in the UK.

Application closes on 27 August 2026. If we receive a high volume of applications, we may close the advert early.

We are an equal opportunities employer committed to creating an inclusive environment for all employees. If you require reasonable adjustments at any stage of the recruitment process, please let us know of your requirements and we will be happy to discuss how we can best support you.