

MEMBER ACCOUNT EXECUTIVE

JOB DESCRIPTION

Job title	Member Account Executive
Department	Membership
Office location	Arbon House, 6 Tournament Court, Warwick, CV34 6LG
Reporting to	Senior Membership Manager

COMPANY VALUES

- We act with integrity
- We are member-focused
- We are industry leading
- We are ambitious
- We champion education

The Company:

Propertymark is the go-to organisation for property transactions and our focus is on helping people buy, sell, and rent their treasured homes. We help to protect and guide consumers in property transactions and all agencies displaying the Propertymark Protected logo meet higher standards than the law demands.

Propertymark is a membership organisation comprising several divisions and a sector-leading professional awarding body, Propertymark Qualifications. Members have to adhere to strict eligibility criteria and a code of practice, we provide resources, training, events and professional services to support the thousands of estate, letting and auctioneering agencies that are in membership.

JOB PURPOSE

The Member Account Executive provides responsive, hands-on support to Propertymark members and Company Advantage subscribers. This role combines frontline member assistance with structured onboarding and digital adoption support, including comprehensive guidance for Connect.

Main Duties and Responsibilities:

- Respond promptly and professionally to member enquiries, providing accurate information and guidance.
- Guide members through accessing and utilising their benefits at both individual membership and Company Advantage level.
- Support members and companies in complying with membership rules to ensure continued membership and compliance.
- Conduct structured onboarding meetings with new Company Advantage subscribers via Microsoft Teams.
- Guide subscribers through accessing all elements of their Company Advantage package.
- Deliver onboarding sessions for the Connect platform, including setup assistance, postcode mapping and training.
- Ensure subscribers understand how Connect referrals operate and how to maximise opportunities.
- Confirm completion of all onboarding milestones and maintain accurate CRM and tracking documentation. Promote learning materials, qualifications and training opportunities, referring leads to the Membership Development Team.
- Support retention efforts for individual membership, Company Advantage and CMP.

- Identify common onboarding or support barriers and propose improvements.
- Maintain accurate records of interactions, onboarding progress and member support activities.
- Escalate negative feedback to relevant internal teams and proactively provide improvement suggestions.

Other Duties

- Liaise collaboratively with internal teams including Membership, Company Advantage and Connect stakeholders.
- Undertake additional tasks as requested by the Senior Membership Manager.

Performance Measures

- Percentage of subscribers completing onboarding within agreed timeframes.
- Connect registration and postcode mapping completion rates.
- Member satisfaction with support and onboarding.
- Reduction in support queries linked to initial setup.
- Contribution to increased Connect engagement and referral activity.

Key working relationships:

- Membership & Company team
- Member Services Manager & team
- Marketing and Communications team
- Company Advantage Sales Team
- Propertymark Connect Team
- Members
- Other internal departments

JOB REQUIREMENT/SKILLS

- Professional, personable, and supportive approach.
- Excellent time management and ability to prioritise workload.
- Detail-focused and process-driven.
- Excellent oral and written communication skills.
- Strong customer service focus and experience.
- Enthusiasm for digital adoption and service excellence.
- Organisational skills and strong attention to detail.
- Ability to work collaboratively across teams.
- Industry knowledge and experience (desirable).

EDUCATION/EXPERIENCE

- GCSE English & Maths or equivalent
- Knowledge of property market (desirable)

COMPANY BENEFITS

- Healthcare cash plan
- Insurance cover, four times annual salary
- Five per cent employer contribution pension plan
- Generous annual leave allowance rewarding length of service, with an additional day of birthday leave
- Corporate bonus to reflect business performance
- A variety of regular social events to help staff get to know each other, stay in touch, and have fun
- Easy access location with free parking, fruit, and refreshments with fully equipped break facilities.