



BRITISH CHAMBER
OF COMMERCE | EU & BELGIUM
THE ESSENTIAL BRIDGE FOR EU-UK BUSINESS

Internship Programme – Membership & Database Officer

An exciting opportunity to join the British Chamber team in Brussels for anyone interested in looking to gain valuable experience in business organisation, data management and sales. You will assist and support the Member Relations team with the smooth running of all aspects of the business management administration. You will work closely with our office manager and bookkeeper to ensure our extensive membership database is correct and continually updated. We are growing our membership and your role will be key to supporting our membership offer and outreach to increase our membership and reach into new markets. You will also support the Events team through your data management role.

After a long period of remote and hybrid working, we are now primarily office-based but can offer flexible working where appropriate. We offer our comprehensive events programme primarily as in person events but also on virtual platforms.

Key Responsibilities

⌘ Administration & Membership

- Assist in the consolidation of membership lead development information;
- Support the chamber team in the recruitment of new members and contribute to developing our membership growth strategy;
- Monitor member engagement and alert management to any members at risk;
- Organise and process all documentation relating to virtual office clients;
- Support the accounts department in membership credit control and invoicing as this impacts the membership database;
- Conduct research on prospective members;
- Assist in performing various day-to-day administrative duties;
- Update membership marketing material to reflect business changes.

⌘ CRM & Database Management

- Monitoring and updating the integrity and completeness of our CRM system;
- Work with the Events team to manage the interface between events and the CRM, specifically in supporting the event registration process;
- Assist in the growth strategy of our Business Centre;

⌘ IT, Software Support and Analysis

- Be the key person on the team who co-ordinates (and potentially resolves) initial IT queries;
- Be the key person on the team with in-depth knowledge of the MS Office suite, in particular Excel and Access;
- Collect, analyse and summarise data and trends;
- Conduct segmentation and other business data analysis.

⌘ Team Support

- Occasionally provide support to the events with room set-up and organisation;
- Work with the other officers and staff on ad hoc research and event projects
- Participate in office and/or client meetings as required.



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Key learning points in the role

- Exposure to a broad spectrum of industry sectors and professionals, and to international business topics and trends;
- Insights on the inner workings of a corporate membership organisation and how to create and deliver client value;
- Working under pressure with precision and accuracy and timely delivering to deadlines;
- Goal setting and team execution strategies;
- Account management & customer service;
- Organisation and data management to support the business;
- Opportunity to join a great variety of business seminars, trainings and networking events hosted by the chamber;
- **A unique platform to build skills and business knowledge for your future career.**

Your profile

- **Right to live and work in the EU without requiring a work visa, either through nationality or acquired under the Withdrawal Agreement.**
- You will have completed at least the 2nd year of a bachelor's degree in a relevant discipline (Business Administration, Finance, International Business, General Business Studies etc.);
- Excellent English. Proficiency in French and/or Dutch would be an advantage;
- IT literate and interested in technology as a vehicle to make progress;
- Methodological mind-set, data driven, attentive to detail;
- Highly organised and enjoy establishing and working with clear systems and processes;
- Calm and able to prioritise occasional high volumes of work to tight deadlines;
- Good problem solving and analytical skills;
- Good communication skills;
- A record of taking initiative (self-starter), driving results, and accepting increasing levels of responsibility;
- Well-rounded understanding of business, partner and project management practices;
- Possess strong sense of teamwork, integrity, self-motivation, positive attitude, flexibility and creativity;
- Develops and maintains professional relationships with company employees and members;
- Eager to excel.



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Details

Start date: July 18, 2022

End Date: July 28, 2023

Duration: 12 months

Compensation: This is not an employed position but is an internship as part of a full-time education program (normally a first degree). Students will receive a monthly cost of living allowance of €600 per calendar month. The student should also secure additional financial assistance from another source (for example Turing or Erasmus). The cost of living is low in Brussels compared to other big European cities. A student room including costs (energy, Wi-Fi etc.) will cost approximately €350-550 pcm.

Contact person & line manager: Dinah Steppe-Mndebele, Office Manager & Bookkeeper.

Location: Our offices are centrally located at Boulevard Bischoffsheim 11, 1000 Brussels, next to Madou metro station.

About the British Chamber

The British Chamber gives its members the business, policy and personal connections to boost their presence in the heart of Europe.

We organise over 100 events a year covering multiple industries, from high level strategy through to technical legislative dossiers. This includes off-the-record briefings with senior decision-makers from the EU institutions & member states. Through our EU Policy Hub and various policy Committees we create a forum to meet policymakers and hold close dialogue with the EU institutions and other members with specialist knowledge. Through our EU-UK Relations Committee we are bringing together key actors in the future EU-UK relationship to support our members in their policy and business activity. Our Business in Belgium Committees support businesses and connect with key policy makers in Belgium. In all our activities we work for our members to support and grow their businesses.

With our international membership, we are an award-winning organisation which is continually growing in membership and reach. This success, we believe, is due to our focus on delivering content in a dynamic and welcoming environment that promotes debate and engagement.

In 2015, 2016, 2019 and 2020 the chamber was accredited with the quality internship label by InternsGoPro as an employer who has shown a commitment to providing quality internships for young professionals.

For more info, please visit <http://www.internsgopro.com/en/home/>

To apply:

If you are interested to take part in the British Chamber intern programme for the Membership & Database Officer Internship, please send your CV and motivation letter at admin@britcham.eu. We kindly ask you to not contact the office directly.

The closing date for applications is Friday May 20th.