

**Position:** Membership Manager

**Location:** Ringwood Area

## **Full-time**

### **Who is The Slimming Clinic?**

The Slimming Clinic is proud to be the UK's largest online provider of private non-surgical medical weight management solutions, specialising in clinician-led and patient-centred weight loss programmes for those with overweight or obesity.

The company, founded in 1984, helps patients achieve their weight loss goals through medical consultation, behavioural change, and prescription medication. With over 35,000 patients on our database, we help thousands of patients each year to lose weight, improve their lifestyle and health, and gain confidence.

We aim to provide a safe, effective and complete weight loss service across the whole of the UK, and we are looking to recruit the best candidates help us deliver our gold standard vision to our patients.

### **Why work for The Slimming Clinic?**

Our teams support patients through their weight loss journey, and being part of such a positive, transformative change is incredibly rewarding. We are changing lives for the better and that satisfaction of achievement is shared between our patients and our medical teams.

We are a rapidly developing company, expanding and implementing exciting new plans.

We provide generous compensation, great benefits, in-depth training and a supportive company structure to ensure you are set up to succeed and enjoy your work.

**Are you a people-person with a knack for building strong, lasting relationships?** We're looking for a Membership Manager who can lead our community with passion and purpose! If you're excited about creating meaningful experiences for our members and ensuring they feel supported every step of the way, this is your chance to shine. Join our team and help us create a community that thrives on connection and success.

## The Role:

We are seeking a talented **Membership Manager** with at least three years of experience in managing subscription-based services to join our marketing team.

The Membership Manager will oversee the entire membership experience, ensuring that subscribers receive value from their subscription and remain engaged with our offerings. Reporting to the Chief Marketing Officer you will work closely with the Email Marketer and Social Media Manager to deliver coordinated campaigns that drive membership engagement and retention.

The Slimming Clinic is in the process of establishing an onsite presence in the Ringwood area and whilst you may initially be required to work remotely, this position will operate from our new offices once they are open.

## Key Responsibilities:

- Develop strategies to enhance member engagement and satisfaction through tailored content, offers, and experiences.
- Manage member onboarding and retention efforts to minimise churn and maximise customer lifetime value.
- Monitor and analyse membership data, including subscription levels, usage patterns, and member feedback.
- Address member inquiries and issues, ensuring a smooth and positive experience.
- Implement retention strategies, such as exclusive offers, loyalty programmes, and personalised outreach.
- Collaborate with the Email Marketer to develop and execute email campaigns targeted at both acquiring new members and retaining existing ones.
- Provide detailed membership performance reports to the Chief Marketing Officer, identifying key metrics and growth opportunities.
- Track membership churn, satisfaction, and feedback to drive continuous improvement.

- Work closely with the Email Marketer and Social Media Manager to ensure all membership-related campaigns are aligned across channels.
- Collaborate with the marketing team to ensure membership offerings are relevant and valuable.

## **Requirements:**

- Minimum of three years of experience managing membership or subscription services.
- Health sector experience preferable
- Proven ability to develop and execute member engagement and retention strategies.
- Strong communication and customer service skills, with the ability to engage with members in a personalized and effective manner.
- Experience using membership management platforms and CRMs.
- Analytical mindset with the ability to track and report on membership KPIs.

## **Benefits**

Salary £28,000

Opportunity to work in a dynamic and innovative environment.

Professional development and growth opportunities.

Collaborative and supportive team culture.

## **Application Process:**

- To apply, please submit your CV and a cover letter telling us why you want this position.
- We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.
- Please note that you must be based in the Ringwood area and a UK taxpayer to be considered for this role.