

## **Liberian Business Alliance: Head of Membership role description**

### **Liberian Business Alliance (LBA) Overview**

The Liberian Business Alliance is an association for Liberian business owners and professionals based in the United Kingdom and Ireland. The Liberian Alliance is dedicated to establishing a network of Liberian business owners and professionals in the United Kingdom and Ireland who are committed to the economic empowerment of Liberians in the UK&I and Liberia.

Our motto is Forward Together.

We believe our goals will be achieved through collaboration and alliances. We are a non-partisan social enterprise consisting of Liberians who want to move our country forward.

### **Role Description:**

The Head of Membership will form part of the leadership team working very closely with the Founder and President of the Liberian Business Alliance. The Head of Membership's main responsibilities are:

#### **1. Membership**

- Regularly review membership workflow and internal processes and make recommendations for improvement
- Deliver excellent customer service to ensure the LBA is in touch with the needs of its members
- Manage all aspects of the new members' application process ensuring that new members receive a prompt and high quality service from the very beginning
- Develop and manage a process to manage member enquiries; ensure that information for members and enquirers is consistent, properly researched and up-to-date

#### **2. Business Development**

- Manage the delivery of effective campaigns to recruit new members
- Keep abreast of national initiatives and business opportunities

**Time Commitment:** 2 -3 hours per month.

*All leadership roles in the Liberian Business Alliance are unpaid and voluntary.*