

Job Title: Membership Liaison, Flowers from the Farm



Contract Type: Self-employed (Freelance)

Commitment: 1 day per week (flexible)

Rate: £200 per day

About the Role

We are seeking a friendly, organised, and proactive Membership Liaison with experience in Flower Farming to support and strengthen our growing community of members. The postholder will be the first point of contact for membership enquiries, manage renewals, and help to develop meaningful engagement opportunities that add value to being part of our organisation.

This is an excellent opportunity for someone who enjoys building relationships, supporting people, and helping to foster a sense of community.

Key Responsibilities

- Act as the main point of contact for members, responding promptly and helpfully to queries.
- Manage membership renewals and maintain accurate membership records.
- Support member onboarding, ensuring new members feel welcomed and well-informed.
- Develop opportunities for member engagement, feedback, and participation.
- Work with colleagues to strengthen the sense of community and shared purpose among members.
- Gather insights and feedback to help improve the membership experience.
- Support communications to members, such as newsletters, updates, or events.

Key stakeholders & colleagues

- Members
- Regional Co-ordinators
- Flowers from the Farm Board
- You will report to the Operations Manager
- Administration colleagues at AMS

Ideal Candidate Characteristics

- Personable and approachable: Builds rapport easily and makes members feel valued.
- Organised and efficient: Manages records, renewals, and tasks with accuracy and attention to detail.

- Strong communicator: Friendly and professional in both written and verbal communications.
- Proactive and supportive: Spots opportunities to help members and takes initiative to solve problems.
- Community-minded: Enjoys building connections and fostering a sense of belonging.
- Tech confident: Comfortable using CRM or membership databases, email systems, and online tools.
- Dependable and flexible: Reliable in managing commitments while adaptable to changing needs.
- Values-driven: Shares our passion for supporting and growing a thriving membership community.
- Able to empathise: Experience of flower farming or a similar business