

Freelance Membership Management Contract



Overview:

1. Member set up processes
2. Membership management and retention
3. Creation of engaging collateral to support membership processes
4. Key liaison between Digital Unite (DU) and its members

Activities:

1. Client contact from the sales team once the sale is complete or from an existing project client who has transitioned to a 'standard membership'
2. Manage the introduction of the Digital Champions Network (DCN) to the client through online tours, phone calls, video conference and email
3. Work with the client to set up their Network project and guide them through the Network's training and tools on the DCN.
4. Co-ordinate DCN tech and content support at DU on behalf of the member.
5. Advise the client how to use the Network to maximum effect to support their Digital Champion project.
6. Work with the sales and purchasing team to keep the client smartsheet up to date.
7. Review the onboarding process and how it can be improved to better support Digital Unite and their clients.
8. Provide ongoing membership management and troubleshooting.
9. Handling membership queries and project changes within the DCN with support from the DU technical team.
10. Maintain successful client relationships through the duration of their membership.
11. Contribute to the development, creation and maintenance of DCN training and resources for project leads.
12. Collecting client membership feedback, insight and Network activity and sharing that with the DU team to inform improvements and business development.
13. Create regular newsletters for clients and manage an up to date mailing list.
14. Identify interesting case studies amongst the clients, research and write up for DU channels.
15. Keep track of clients approaching renewals and work with the Sales team on achieving retention.
16. Attend occasional team meetings.
17. Reporting back via a weekly update sheet.

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