

## JOB ADVERTISEMENT

### Head of Membership Growth and Services

<b>Position</b>	Head of Membership Growth and Services	<b>Reporting to</b>	Chief Executive Officer
<b>Location</b>	KNCCI Headquarters, Nairobi	<b>Contract type</b>	Full-time

### About KNCCI

The Kenya National Chamber of Commerce and Industry (KNCCI) is a business membership and trade support institution that protects and promotes the commercial and industrial interests of its members. KNCCI advocates for a favourable business, trade and investment environment and creates local, regional and international business linkages for enterprise growth.

### Role Purpose

To provide strategic leadership and operational oversight for KNCCI's membership growth and services agenda by driving recruitment, retention, engagement, member experience, networking platforms, stakeholder relationships and revenue growth in line with the Chamber's strategic objectives.

### Key Responsibilities

#### 1. Membership Growth, Retention and Services

- Develop and implement membership recruitment, retention, engagement and renewal strategies aligned to KNCCI's strategic plan.
- Create programmes, events and service offerings that deepen member engagement and improve member value.
- Develop feedback mechanisms on membership, member programmes and services, and use insights to improve service delivery.
- Prepare periodic membership reports covering recruitment, retention, sectoral trends, current, new and prospective members, and member experience across the joining and renewal process.
- Work with the membership team to achieve the set monthly revenue target, support the development of individual and team work plans, and create a clear roadmap for sustainable membership growth.

#### 2. Data, Planning and Performance Management

- Maintain accurate membership data, statistics and analysis on return on investment from marketing programmes, sales plans and member engagement activities.
- Develop departmental annual work plans, goals and performance targets, and provide technical support to ensure delivery.
- Track membership growth, retention, revenue performance, member satisfaction and programme impact, and recommend corrective actions where required.
- Generate timely reports, management briefs and updates in line with institutional requirements.

#### 3. Networking, Events and Stakeholder Engagement

- Identify and develop strategic networks with relevant stakeholders, partners, sector bodies, county chambers and business associations.
- Develop and implement a membership networking strategy covering roundtables, breakfast meetings, forums, Chamber Connect sessions and sector engagements.

- Organize and support membership networking events and platforms that create value, business linkages and renewal opportunities for members.
- Document and disseminate case studies, success stories and lessons from networking and programme interventions.

#### **4. Communication, Partnerships and Resource Mobilization**

- Develop communication plans that support membership campaigns, networking platforms and member service programmes.
- Represent the Chamber in relevant stakeholder sessions and actively participate in Chamber events and programmes.
- Spearhead and nurture relationships with key stakeholders, donors and partners in consultation with the CEO and other Heads of Department.
- Support resource mobilization, proposal development and partnership initiatives related to membership services and institutional sustainability.

#### **5. Departmental Leadership and General Duties**

- Advise the CEO on departmental issues, membership trends, member concerns and opportunities for growth.
- Guide, coordinate and supervise staff reporting to the role, ensuring accountability and timely delivery.
- Perform any other duties assigned by the CEO in line with the role and institutional mandate.

#### **Minimum Qualifications and Experience**

- Bachelor's degree in Business Administration, Commerce, Marketing, Communications, Economics, Public Relations, Social Sciences or a related field from a recognized institution; a Master's degree is an added advantage.
- At least eight (8) years' relevant experience in membership management, business development, stakeholder engagement, customer/member experience, marketing, private sector development or related fields, with at least three (3) years in a management or senior coordination role.
- Demonstrated experience in membership recruitment and retention, revenue generation, stakeholder management, events coordination and relationship management.
- Strong understanding of Kenya's private sector, business associations, member service models and business development ecosystems.
- Strong report writing, data analysis, communication, networking, team leadership and customer-service skills.

#### **Key Competencies**

- Strategic thinking, business acumen and member-service orientation.
- Membership recruitment, retention and relationship management.
- Stakeholder engagement, partnerships and networking.
- Sales performance, revenue growth and data-driven decision-making.
- Programme planning, events coordination, reporting and monitoring.
- Leadership, supervision, integrity and professionalism.
- Team player and a critical business development partner driving the company's growth. In this role, you will be expected to look beyond daily tasks to spot strategic opportunities, build meaningful industry relationships, and advocate for our mission.

#### **Indicative Performance Measures**

- Growth in membership recruitment, renewals, retention and member engagement.

- Achievement of monthly membership revenue targets and sustainable growth plans.
- Improved member satisfaction, feedback response and service delivery standards.
- Quality and timeliness of membership reports, trend analysis and management updates.
- Number and quality of networking events, partnerships, stakeholder engagements and member success stories delivered.

### **How to Apply**

Interested and suitably qualified candidates should submit their applications, including copies of relevant academic and professional certificates, a detailed CV and cover letter, to [hr@kenyachamber.or.ke](mailto:hr@kenyachamber.or.ke) with “Head of Membership Growth and Services” as the email subject by **19th June 2026**.

**NB: ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED**

*KNCCI is committed to fair and merit-based recruitment.*