



Role Title: Membership Account Officer

Pay: £30,000 to £35,000 depending upon experience. PIPs pension, bonus scheme, holiday allowance and private healthcare.

Contract: Full-time, permanent

Reports to: Chief Commercial Officer

Direct reports: None

Location: Hybrid working. We offer a mix of working remotely and in the office. There will be office-based team and member related activities on a regular basis and national and international travel on occasions. (Office base: Black Bull Yard, 24–28 Hatton Wall, London EC1N 8JH)

How to apply: Please email your CV and a cover letter outlining why you are a great fit for this role, to hello@ukie.org.uk by 5pm Friday 5th June.

About Ukie

Ukie is the trade association that represents and supports the UK's thriving video game and interactive entertainment industry. Our small team supports a membership of nearly 700 leading businesses, helping them to create some of the world's most exciting games.

Our mission is to supercharge the UK games industry by encouraging international companies to build new projects in the UK, to help independent game makers to build sustainable scaling pathways for growth and to foster innovation in all verticals across the games ecosystem.

About you

You will be passionate about supporting all companies that work in our cutting-edge sector. This is a wonderful opportunity for someone to shape how games and interactive entertainment businesses of all sizes, up and down the UK, can grow and thrive in what is an exciting time for the industry.

We are also looking for a creative and strategic thinker with excellent administration and communication skills. The desired candidate will also possess an ability to identify commercial opportunities and be able to deliver projects on time and within a budget.

Ideally, you will bring:

- Enthusiasm, with an understanding and sensitivity to the wide range of issues facing the games industry.
- A commitment to promoting equality, diversity, inclusion and cultural sensitivity in all our communication work.
- The ability to work under pressure.
- The ability to act on own initiative but knowing when to seek advice and/or approval and be Self-motivated.
- A diplomatic, friendly, efficient, empathetic and helpful attitude.
- The ability to work and communicate collaboratively as part of a team.
- Excellent written and analytical skills, be a good listener with outstanding communication skills.

What you'll be doing

This role is an exciting opportunity to be responsible for identifying and recruiting businesses, liaising with them to assess their specific needs, and providing them with access to programmes, contacts, activities, and events that will support their objectives. Additionally, you will be responsible for developing and delivering new events, products and services that Ukie can offer to its members and the wider games industry.

You will also be the account manager and first port of call for current members, across our membership categories and tiers, working with members to develop a deep understanding of their business objectives and will be responsible for ensuring they are maximising the benefits of their Ukie membership.

What you will gain:

- An opportunity to work with a friendly energetic team on behalf of the UK's fast growing video games industry.
- A chance to gain hands on experience, assuming real responsibility over your areas of work.
- Support your training and development to ensure that you continue to develop while working at Ukie.
- A great working environment, which provides access to mental health support, financial advice and regular socialising within the team.
- The chance to travel and attend a range of industry events, both nationally and internationally.
- 23 days' annual leave plus bank holidays; increasing to 25 days after 2 years' service and 28 days after 5 years' service, With an additional office closure over Christmas and New Year.
- Access to the annual bonus scheme and other benefits such as private healthcare.

Qualifications and experience required for this role:

This role is Ideal for someone with at least 2 years' experience in a relevant business role with a demonstrable track record in establishing and building business relationships.

Hours of Work:

- Working hours are 9.00am to 5.30pm, with an early finish of 4.30pm on Fridays.
- Expectation that some evening and weekend work may be required to attend events as the business requires.

We are a flexible and inclusive employer. If you are excited by the role, but do not feel you meet 100% of the requirements or qualifications we encourage you to apply anyway explaining why your skills and experience make you an ideal candidate.

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement to the changes.

Our commitment to inclusion

Ukie is committed to being an inclusive employer. We welcome applications from people of all backgrounds, identities, and experiences, and we believe that a diverse workforce makes us stronger. If you need any adjustments during the recruitment process, please let us know.