Job Title - Member Engagement Manager
Salary - £43,033
Contract Type - Permanent, full-time [35 hours]
Location - We fully support flexible working, from our superb offices in Holborn and from home. This role requires a minimum of 2 days per week in the office.

About us

Do you want to change healthcare for the better?

Join the Royal College of Surgeons of England (RCS England) and you will be part of a professional membership organisation and registered charity that is committed to advancing surgical care.

We provide world-class education, assessment and development to 30,000 surgeons and dental surgeons at all stages of their career. Our vision is to see excellent surgical care for everyone. We do this by setting professional standards, facilitating research and championing the best outcomes for patients.

Our heritage home in Lincoln's Inn Fields, Holborn
Nestled in the heart of bustling London, our beautiful heritage building in Lincoln's Inn Fields, Holborn, offers an easily accessible location steeped in history. Now transformed into a centre of excellence for surgery, it provides a welcoming place for all our members to train, meet or network, wherever they live and work.

About the role

The Royal College of Surgeons of England is looking for a Member Engagement Manager to help shape how members experience and engage with the College throughout their careers. Joining at an important point in the development of our 2026–2031 membership strategy, you will have the opportunity to turn strategic priorities into targeted activity that strengthens recruitment, engagement, renewal and retention.

Working collaboratively with other teams across the College, you will have the scope to improve the full member journey, from recruitment and onboarding through to renewal and re-engagement. This is a varied, outcome-focused role in which you will use member insight, CRM data and performance measures to identify opportunities, test new approaches and add value to the professional lives of surgeons and dental surgeons in the UK and internationally.

Responsibilities

- Lead the development and continuous improvement of engagement across the full member journey, including recruitment, onboarding, renewal, retention and re-engagement.
- Develop targeted engagement for different career stages, ensuring the membership offer and its value are relevant and compelling to surgical, dental and international audiences.
- Identify opportunities for membership growth and improve candidate-to-member and prospect-to-member conversion in partnership with teams across the College.
- Review and develop member communications and multi-channel campaigns to ensure they are relevant, timely and deliver a high-quality member experience.
- Build a strong understanding of members' needs and behaviours, using CRM data, research, feedback and external insight to shape targeted activity and drive continuous improvement.

About you

- You will bring experience of delivering member engagement activity, with a strong understanding of member journeys, segmentation and targeting.
- You will be confident using CRM systems and data to inform decisions, evaluate performance and improve campaigns, alongside strong analytical and project-management skills.
- A collaborative and strong communicator, you will be able to build effective relationships with colleagues and stakeholders at different levels.

- You will be able to manage competing priorities and employ strong attention to detail across all aspects of the role.
- You will also have experience of line managing, supporting or coordinating the work of others. Experience in a membership organisation, professional body or comparable customer-focused environment would be valuable.

What's in it for you?

- 27 days paid holiday + bank holidays and up to 4 College closure days over the festive period and other leave entitlements (carers leave, fertility treatment leave, etc.)
- Hybrid and flexible working. We require staff to spend a minimum of 20% of their time in the office, subject to role requirements.
- Opportunity to work from outside the UK (up to 2 weeks) (dependent on eligibility)
- Enhanced contributory pension scheme
- Equal access to enhanced parenthood leave
- A range of staff and peer networks
- Employee health and wellbeing commitment (Healthcare cash plan, menopause friendly, disability confident employer, mental health first aiders, EAP, etc.)
- Retail discount platform
- Sabbatical and volunteering opportunities
- Variety of learning and development opportunities

Interested Candidates:

If you wish to apply or if you have any questions about this position, please email your CV together with a cover letter to RCSHR@rcseng.ac.uk.

Any personal data collected from you, or that you provide to us, will be processed by us in accordance with our recruitment processes. If unsuccessful in your application, your information will be held by us on our database for a period of 6 months before deletion. If you would like your information removed sooner, please contact RCSHR@rcseng.ac.uk

Closing date: 10th November 2026

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent, and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The Royal College of Surgeons of England is committed to protecting your privacy. We are registered as a data controller with the Information Commissioner's Office (ICO). All College employees are responsible for records held, created and used as part of their work for the College including patient/client, corporate and administrative records. Records are managed according to the requirements of the Data Protection Act 2018 and ensure confidentiality. The College ensures that staff are trained to handle the information you submit to us with care and discretion, seeking advice where necessary.