

Membership Officer

Salary Grade: £23,000 pro rata

Hours of Work: 19 hours per week, on site (two full days and one-half day)

Length of contract – This is a fixed term post for two years, with an opportunity to extend, subject to the success of the role.

Reports to: Director

Liaises with: Staff team; Volunteers; Members; Visitors, Key Stakeholders; Community Partners

Role overview

The Membership Officer will effectively maintain existing membership data, manage new membership applications, assist with growing the membership base at an exciting time in our history, as we reopen our refurbished building at the end of 2024.

The Membership Officer will ensure that our membership sign-up and administrative processes are as streamlined as possible and understood by all staff and volunteers and will develop Patron level membership and promote other tiers of membership so that our community reflects the diverse population of our city. The post holder will impact our charitable cause by collating, administering, publicising and collating evaluation data for the events and activities of the charity to appeal to a wide range of members and prospective members.

Areas of Responsibility

- Responsibility for membership administration via the Webcollect database, keeping all records up to date and ensuring the integrity of the data.
- First point of contact for members via email and at regular fixed times, in person at the front desk.
- Provision of the highest levels of customer service and a warm welcome to members, intercepting any membership issues and ensuring positive communication in all areas.
- Responsibility for issuing access key fobs via the Net 2 access system.
- Ensuring that the sign-up process for membership is streamlined and understood by all staff and volunteers, ensuring that front of house volunteers are able to welcome and sign-up new members effectively, arranging additional training if necessary.
- Leading on development of Patron level membership, with the purpose of increasing revenue and regular giving.
- Collaborate with the staff team to create opportunities for recruiting and retaining members, for example new members events and local business events.
- Providing an accurate membership report to the Director monthly.
- Collating the quarterly What's On Leaflet, liaising with the staff team and printers.
- Uploading ticketed events to Webcollect and administer ticket sales as required.
- Producing posters for events and activities with our in-house design template.

- Collating evaluation data from our events and documenting them in the form specified by the National Lottery Heritage Fund, liaising with external evaluators as required.
- Generating and contributing to social media campaigns aligned to membership generation.
- To write a quarterly membership bulletin for the newsletter and keep the membership webpage updated.
- Able to uphold the values of the DEIs charity business plan for membership development.
- Knowledge and application of the vision, policies, and procedures of the DEI.

Person Specification

Excellent written, verbal communication and interpersonal skills.

Competent and confident in the use of IT including databases, Excel and Canva.

Highly organised, methodical, and able to prioritise a variety of tasks.

Self-motivated with a positive outlook.

Able to work with confidential material in accordance with data protection guidelines.

Able to support other staff and work as part of a small team.

Empathy and an ability to support volunteers.

Confident in the use of social media including FB, IG, X and Linked In.