

MEMBERSHIP OFFICER

Creative England and the Creative Industries Federation have joined forces in 2020 and are now part of the Creative UK group. We are the network for the Creative Industries and we know that connection changes everything. Our overarching mission is to leverage the economic, social and cultural value of the UK's creative economy.

Our Membership Officer will play a pivotal role at the heart of our activity and engagement with a wide network of members across the creative sector. Our data is our intelligence base for our network - this role will help feed our data systems enabling us to build real-time insights which will directly inform, shape and improve our services to members. You will also support our team of experts to deliver a broad range of services to members, giving you the opportunity to develop relationships with some of the most influential organisations and individuals working across the UK's arts and creative sector.

We are looking for someone with a genuine interest in data and its use to drive growth. You will be diligent in approach and be comfortable with multi-tasking, rolling your sleeves up and supporting delivery of services. This is an exciting time to join our team in a role that offers you the opportunity make a real impact growing and supporting our members during a challenging time.

LOCATION: UK wide, workspaces currently available in Central London, Greater Manchester or Bristol

SALARY: up to £24,000 FTE subject to experience

CONTRACT: full time or part-time (job share considered) 1 year fixed term renewable

TO APPLY: Email your CV, cover letter, preference for full or part-time and/or 1-2-minute video link* to recruitment@creativeindustriesfederation.com by Monday 5th July 2021 midday. Interviews will take place by video conference w/c 12th July, immediate appointment preferred.

**video link optional*

KEY RESPONSIBILITIES

Work closely with the Systems & Data Manager to ensure smooth running of the membership CRM system (currently Salesforce), and support with any development or migration needs.

Act as our membership renewal 'gatekeeper':

- checking renewal dates 3 months in advance of targets
- raising invoices and credit notes
- Assisting finance team with invoice data, responding to queries e.g. copy invoices or difficulties accessing their invoice
- Progress chaser across members where required
- Providing progress updates at weekly membership and finance team meetings

Act as contact point and troubleshooter for membership sign up or exits (*includes mailbox management, application queries, taking calls etc.*), escalating to the Systems Manager where required

Lead processes to ensure that all CRM records are up to date and teams are updating regularly, including the notes and contact details of records.

Working with the marketing manager to develop and maintain automated processes for the onboarding, offboarding, and renewing of members

Updating and maintaining membership database, including preparing spreadsheets for bulk uploading and mailing lists on CRM, ensuring all data is cleansed, accurate and GDPR compliant

Building and editing member events through our CRM system as required

Generating member event invites as well as accurately monitoring and reporting on event RSVP's, ensuring attendee details are up-to-date and accurate

Tracking prospect conversion via excel tracker and reporting back to Head of Development & Partnerships

Monthly reporting of renewals, new members, lapses, and outstanding invoice payments to the team and Head of Dev & Partnerships

Communicate knowledge, insight and recommendations around data in a way that is clear, succinct and action orientated

Maintain an expert working knowledge of our membership offer in order to provide first-class support and guidance to our members

Provide general support as required that may include:

- cover for other members of the team when they are absent
- support in times of peak workload including events
- Support for the Head of Development & Partnerships where needed

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing

Required Experience, Knowledge and Skills:

- Experience of working with CRM databases such as Salesforce
- Experience of data entry and an ability to analyse data and produce reports
- Experience of customer / member support services.
- High level of competence with Microsoft packages
- Good relationship building and internal customer service skills
- A basic understanding and knowledge of finance terms and processes
- Excellent written and verbal communication skills with confident phone manner
- A keen eye for detail and to ensure high standards whilst working under pressure
- Excellent time management and organisation skills with the ability to manage multiple tasks simultaneously and to work to deadlines.
- The ability to be a proactive self-starter and to use initiative to resolve problems and create solutions to improve the service provided
- Knowledge of GDPR
- Managing content on websites (desirable)

Personal Qualities:

- Knowledgeable – a good knowledge and keen interest in using data to drive success
- Skilled communicator – the ability to communicate effectively
- Positive, hard-working and enthusiastic – outgoing, confident and keen to contribute to a productive team environment at a very fast and demanding pace.
- Skilled problem solver – finding the way to get things done and always looking for ways to improve.
- Reliable – with an ability to adapt to constantly developing circumstances and challenges and able to prioritise effectively.
- Committed to equality and diversity
- Keen attention to detail and accuracy- particularly when producing reports and providing statistical data

Diversity Changes Everything: We value difference and celebrate the creativity that it brings.

We are committed to improving diversity and inclusion across our organisation and industry by championing a variety of backgrounds, perspectives, identities and talents.