

MEMBERSHIP INSIGHTS SUPPORT 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. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

Our Membership Insights Support 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: Central London, Greater Manchester or Bristol*

SALARY: up to £24,000 subject to experience

CONTRACT: Full time 1-year fixed term renewable

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link** to recruitment@creativeindustriesfederation.com by Monday 4th January midday. Interviews will take place by video conference w/c 18th January 2020, immediate appointment preferred.

**video link optional*

**offices currently in MediacityUK, Bristol city centre and will have a space in London from April 2021 subject to Covid. All employees are currently working remotely from home with the option to use an office. Full time office working will not be expected post-Covid but staff will be contracted to an office base, and therefore expected to use the space where required.*

KEY RESPONSIBILITIES

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

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

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

Work with other teams to ensure consistent approach to CRM records.

Tracking prospect conversion progress on CRM, ensuring intelligence on member needs and priorities is fed back to the Head of Commercial & Membership.

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

Support distribution and evaluation of survey data where needed

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

Checking renewal dates 3 months in advance of targets, raising invoices, assisting finance team with invoice data and providing progress updates at weekly membership and finance team meetings

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 Commercial & Memberships where needed

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

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

ABOUT US

Creative Industries Federation

The Creative Industries Federation is an independent, not for profit, membership organisation which represents, champions and supports the UK's creative industries. Through our wide network of creative organisations, businesses and individuals, our influential policy and advocacy work and our support services, we connect creative businesses and individuals with the money, markets, government and the opportunities they need to thrive. The Creative Industries Federation, with its sister company Creative England, is part of the non-profit group, Creative UK. www.creativeindustriesfederation.com

Creative England

At Creative England, we believe that talent is everywhere, but opportunity is not. That's why we build programmes that create opportunities for talent to access the best support and reach the next stage in their creative entrepreneurial journey.

Creative England is working to build the right environment for the future of the creative industries by helping creative businesses raise their ambition, create jobs, grow turnover and build the confidence and networks they need to be truly innovative. We invest, connect, mentor, advocate and collaborate at all levels of the industry, from individuals and small independents to large internationals, creating the right conditions for success. Creative England, with its sister company the Creative Industries Federation, is part of the non-profit group, Creative UK. For further details please visit www.creativeengland.co.uk

Creative UK promote cultural diversity and inclusion for all