



Royal Society of **SCULPTORS**

Job Title:	Membership manager
Organisation:	Royal Society of Sculptors Dora House, 108 Old Brompton Road, London SW7 3RA
Pay:	£28,000 pro rata
Hours:	Full time (Monday-Friday); 35 hours a week
Reports to:	Director

Royal Society of Sculptors

The Royal Society of Sculptors is an artist-led membership organization. We support and connect sculptors throughout their careers and lead the conversation about sculpture through exhibitions and events for all. The Society was created more than 100 years ago to champion contemporary sculpture and the artists who create it. The Society provides a supportive membership community to sculptors throughout their careers, offering access to expert advice, training, bursaries, residencies and awards.

We are based in London's South Kensington, a few minutes' walk from its great museums in a beautiful listed building called Dora House. Our membership is international with some 650 members and fellows around the world.

For more information see our website: www.sculptors.org.uk

Membership manager:

This key role manages the Society's membership from the recruitment stages to processing payment and ensuring our members are making the most of their membership. You should have experience of and enjoy liaising with artists as you will be responsible for ensuring effective communication with the Society's members as well as its supporters.

The main duties are:

Membership

- To carry out all aspects of administration – including applications and subscriptions – for the membership

- To co-ordinate and prepare and distribute papers for the selection meetings of members and fellows
- To grow the membership base through the recruitment and application processes
- To manage the membership renewals process – liaising with the Head of Finance in relation to subscriptions
- To increase the membership retention rate and the number of members paying by direct debit
- To actively engage with members to ensure they maximise the benefits of their membership
- To co-ordinate the annual fellows slam and twice yearly new member mixer events
- To liaise with the Society's regional Connect Groups in order to promote their activity and encourage wider engagement
- To liaise with the Trustees who are regional representatives, ensuring they are “on-message” about the Society's activities and that information about their regional visits is shared with the local membership
- To respond to membership enquiries by email, telephone and in person in a timely manner
- To manage and maintain the physical and digital membership files (in accordance with relevant data protection legislation), including the Sage ACT! database system
- To process and record Gift Aid donations
- To create and develop content for the members' weekly bulletin, including researching opportunities for members
- To create and develop content for Shape & Form, the monthly email bulletin for non-members to build a wider base of supporters
- In liaison with the Director, to co-ordinate and prepare and distribute papers for the AGM
- To be responsible for brand consistency across all communication with members and support including, for example, printed and digital media

General:

- To cover the first point of contact for Society members and the public by telephone and email
- To organise the maintenance of office equipment, ordering of supplies and general administration such as post
- To attend relevant training opportunities and participate in appropriate networks
- To carry out any other duties that may be reasonable required

Knowledge, skills and experience:

- Experience of working within a similar role/organisation managing members
- Excellent written and verbal communication skills with strong attention to detail
- IT literate with knowledge of MS Office software packages (e.g. Word, Excel, PowerPoint, Outlook etc), Sage ACT! and design packages (e.g. Photoshop, Publisher & Dreamweaver etc)
- Understanding of budgets and costings and sound mathematical skills
- Experience of supervising/managing people in the workplace
- Ability to work closely and effectively with a small team
- Ability to work comfortably with a wide range of people
- Knowledge of and commitment to providing equal access for all
- Strong time management skills with the ability to prioritize effectively

To apply, please submit a letter of application outlining your experience and suitability for the role (no longer than two sides of A4) and send it with a copy of your CV to: director@sculptors.org.uk

The deadline for this application is Thursday 9 January 2020 at 5pm.

Interviews will take place at the Society on Wednesday 15 January 2020.