

Job Description

Member Services Coordinator



Contract type

Permanent (35 hours per week). All roles are open to job share, agile and flexible working.



Salary Band

Band E (£26,000-£32,000) FTE



Annual leave

Annual leave for a full-time role is 25 days rising to 27 days after 5 years.



Who we are. What we do.

Based in the heart of Covent Garden, Society of London Theatre and UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

As a not-for-profit organisation, our members are at the heart of everything we do and we support them by offering specialist advice, sharing good practice, collective bargaining, networking, advocacy, audience development and raising the profile of theatre through major events and campaigns.



Our Vision - the world we want to see - is a **dynamic, sustainable and world class theatre sector**



Our Mission - what we do as an organisation - is to **champion theatre and support our members to thrive**

We operate under **3 joint priority focus areas** that allows us to deliver on our vision and mission

- A growing, engaged and united **membership**, including a skilled, diverse and productive workforce for now and the future
- To inspire, attract, retain and diversify theatre **audiences**
- **Advocate** to support growth across the sector

Our Diversity, Equity and Inclusion policy

We are committed to putting diversity, equity and inclusion at the heart of everything we do. We do this through recruiting from the widest spectrum of channels, constantly reviewing our policies and procedures to ensure they are fit for purpose and giving all our staff a voice. Our mission to produce a skilled, diverse and productive workforce for now and the future is crucial to our success as an organisation.



Role Description

You will be the main point of contact for membership enquiries for SOLT & UK Theatre, providing responsive support to members, assisting all membership management and engagement processes. You will also play a key role in supporting member-related training & events activities and provide administrative support to the Membership Services team, dealing with enquiries in an efficient, accurate and timely manner.



Key Responsibilities and Accountabilities

- Overseeing member enquiries, acting as the primary Gateway & membership “triage” for the team. You will delegate or support the activity/project to the relevant lead in the Membership Services Team and monitor its progress until completion.
- Managing the “members” inbox and responding to member and stakeholder queries where appropriate.
- Ensuring the “membership area” on the website contains all key toolkits & information. Reviewing use of member services tools & resources reporting trends to relevant Team Manager
- Administrating member training courses, conferences, forums and member events programme, providing hands-on support for all activities. Using Eventbrite for training courses and Apps for conferences, and oversee booking queries and in-house event set-up.
- Carrying out the extensive organisation & administration (agendas, minutes, scheduling, briefing documents) of meetings, member visits, and working groups.
- Supporting the evaluation of our member offer in conjunction with the Engagement Team to target member needs. Supporting promotional work to increase members accessing services
- Acting as a ‘super user’ on the CRM, tracking databases, and website CMS (Content Management System), training and supporting other staff when necessary
- Maintaining the Membership Directory and contacts database for SOLT and UK Theatre
- Ensuring a standardised approach to administration across the organisation in conjunction with the CEO and Executive Team Manager
- Managing travel arrangements, carrying out filing and archiving, and undertake all other general administrative duties for the smooth running of the Membership Services Team.
- Be an engaged member of the cross departmental coordinator team, providing administrative cover and support at all times, this includes updating the CRM and company websites and covering TKTS shifts when required
- Attend press nights where appropriate and take advantage of trade tickets when offered
- Undertake any other duties as reasonably required
- This role may include some work on evenings and weekends, as required by your line manager and directed by the Events team



Directorate

This role sits within the Member Services Team whose focus is to ensure we have a growing, engaged and united membership including a skilled, diverse and productive workforce for now and the future. Our team plays a key role in helping to retain and recruit members and develop high quality member benefits and services. Benefits and services include training courses and conferences, topical member forums, advice and support on topics including employment relations, human resources, risk & sustainability. We actively engage with members regularly and build relationships to nurture member insights and activities.

Reporting to your line manager:

Member Engagement Manager

Direct reports:

None



Technical knowledge and skills required

- Excellent customer service skills, with a desire to provide all members with a high-quality experience
- Exceptional verbal and written communication skills
- Strong interpersonal skills, able to work collaboratively with colleagues and stakeholders
- Excellent time management and prioritisation skills, able to work independently to deadlines, with great attention to detail
- Advanced Microsoft Office skills (including Sharepoint, Outlook, Word, Excel, Powerpoint)
- Experience in assisting in the delivery of events
- An understanding and commitment to equality, diversity and inclusion
- An interest in or experience working in a member organisation
- An interest in and broad understanding of the theatre industry



Competencies

Here are the key competencies for this role:

Impact

You will support the delivery of activities and projects to the highest possible standards, supporting the delivery of KPIs and targets and ensuring that you feed into evaluations and progress updates.

You will support the delivery of cross organisational projects and activities. You will share your experiences to support the development of business and organisational plans.

You have a collegiate approach with coordinator colleagues, ensuring excellent administrative support across the organisation.

Communication

You manage positive day to day relationships with stakeholders and members.

Innovation

With support, you look at how you can bring innovation and help solve problems in your work.

Knowledge

You have good experience for the role and are looking to develop this further.

Culture

Be part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff.

Work with your line manager to ensure that your personal development plan is delivered and completed.

A team player, willing to grab hold of opportunities and support the priorities of others when needed.