



# Job Pack



**Member Services Coordinator**  
29 May 2026

# Welcome from our Co-CEOs

Thank you for your interest in working with us at the Society of London Theatre and UK Theatre. Our organisations are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators both in London's West End and across the UK.

This is an exciting opportunity to work for our organisations, working on behalf of a vibrant and diverse sector, at a critical time for our industry. After we joined the organisations, we started a strategic review process which defined who we represent and our new vision and mission.

**Our vision** is a dynamic, sustainable and world-class theatre sector.

**Our mission** is to champion theatre and support our members to thrive.

To deliver our vision and mission, we now have exciting five-year strategy and ambitious five-year goals that will deliver for our members.

However, we can't achieve our vision and mission alone. That's where you come in. To achieve our goals, we need an organisation that is fit for purpose, with the people, systems and processes needed to make an even greater impact for our members. The candidate we are looking for is someone who can embody our values, our vision and mission and the competencies for the role.

Theatre and the performing arts industries enrich our lives and strengthen our sense of belonging and are a cornerstone of both the levelling up and growth agendas. Alongside the social and cultural benefit our members provide, theatre is also a key component of our fast-growing creative industries. Domestically, theatre generates £2.39bn GVA, supporting 205,000 workers. For every £1 spent on a theatre ticket, an additional spend of £1.40 is generated in local economies, adding up to £1.94bn per annum of extra value added to local economies by theatre audiences.

We have a fantastic team of around 60 people working across our main office in Rose Street and the Official London Theatre Ticket Booth in Leicester Square. Our social committee ensures that we have plenty of opportunities to get to know each other and our sustainability committee is working hard to ensure we play our part in protecting the planet. While a background in theatre or the arts is not essential, an appreciation for performing arts and the importance of cultural activities as an integral part of our lives is important.

We hope you find this role of interest and look forward to receiving your application.

All best wishes,

**Claire Walker & Hannah Essex**

Co-Chief Executives

# Who we are & what we do

Based in the heart of Covent Garden, Society of London Theatre (SOLT) & 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.

**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**.

In order to deliver on our vision and mission we have three joint priority areas for both organisations. These bring together our membership services, advocacy campaigns, audience initiatives and major events and awards.

Our three joint priority areas are:

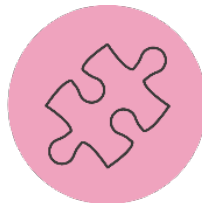
- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

## Our values



### **Purpose**

We work with and for our members



### **Contribution**

We own our impact



### **Ambition**

We believe in the art of the possible



### **Collaboration**

We are all in it together



### **Inclusion**

We champion and celebrate diversity

## **Our commitment to Diversity, Equity and Inclusion**

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.

# Member Services Coordinator

## Role description

The Member Services Coordinator role offers hands-on experience at the heart of SOLT & UK Theatre's member services. Based within the Membership & External Affairs (MEA) Team, this role is the first point of contact for member enquiries- you'll support members on a day-to-day basis, assist with membership processes, and contribute to engagement, training and events activity.

This is a varied and collaborative role for someone who is keen to build or has strong administrative, communication and organisational skills within a busy membership organisation.

## How to apply

To apply for this role please send your CV and a cover letter outlining the qualities, skills, experience and knowledge you will bring to the role. We recommend a total word count of no more than 600 words, but you are welcome to write less.

Please send your application by email including in the email subject line "**[Your first name and surname], Member Services Coordinator**" to [jobs@soltukt.co.uk](mailto:jobs@soltukt.co.uk).

**Closing Date for Applications:** Midday on Friday 12 June 2026. Interviews will take place in person on Friday 19 and Monday 22 June.

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application or, if you are selected for interview, at the interview stage, please email us at [jobs@soltukt.co.uk](mailto:jobs@soltukt.co.uk) and the HR team will get in touch with you.

Please feel free to add any information that will further support your application.

Please note that SOLT & UK Theatre is unable to provide visa sponsorship. Applicants must therefore have the right to work in the UK at the time of application.

<b>Contract type</b>	Permanent (35 hours per week) over Monday to Friday. Some evening work and weekend work may be required
<b>Salary band</b>	Band E (£27,000-£33,000 per annum) FTE. New appointments are expected to be made at the lower end of the Band range.
<b>Key responsibilities &amp; accountabilities</b>	<ul style="list-style-type: none"> <li>• Act as the first point of contact for member queries, managing the shared members’ inbox and working with colleagues across the Membership &amp; External Affairs Team to ensure enquiries are responded to clearly, promptly and appropriately.</li> <li>• Maintain key areas of the SOLT &amp; UK Theatre websites, including the First Night Diary and Jobs Board. Ensure the members’ area is accurate, well organised and up to date with essential resources, proactively flagging or helping to resolve any issues.</li> <li>• Support the administration and delivery of the member events programme, including training, conferences, forums and meetings. Provide logistical support, using tools such as Eventbrite, event apps and finance systems to help manage bookings and invoicing.</li> <li>• Provide administrative support for meetings, member visits and working groups, including scheduling, preparing agendas and briefing notes, taking minutes and following up on actions.</li> <li>• Coordinate, build &amp; send the monthly member newsletter, and other ad-hoc member communications; ensuring relevant stakeholders sign off copy and emails are curated for themes and key actions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with the day-to-day collation of member engagement data and support the coordination of personalised annual round up communications to members.</li> <li>• Support the ongoing review and development of the member offer, working with the Engagement Team to help identify trends and respond to member needs.</li> <li>• Use the CRM, databases and website CMS confidently, acting as a point of support for colleagues once trained.</li> <li>• Maintain accurate and up to date membership records, including the Membership Directory and contact databases.</li> <li>• Support diary management, coordinate travel where required and provide general administrative support to ensure the smooth running of the Membership &amp; External Affairs Team.</li> <li>• Be an active member of the cross-departmental coordinator team, providing administrative cover when needed, including occasional shifts at the ticket booth in Leicester Square and on reception.</li> <li>• Attend press nights where appropriate and make use of trade ticket opportunities when available.</li> <li>• Be flexible to support occasional evening and weekend work, particularly around events, with notice and guidance from your line manager and the Events Team.</li> <li>• Undertake any other duties that are reasonable and appropriate to the role.</li> </ul>
<p><b>Directorate</b></p>	<p>This role sits within the Membership and External Affairs 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. We actively engage with members regularly and build relationships to nurture member insights and activities.</p> <p><b>Reporting to your line manager:</b> Member Engagement Manager  <b>Direct reports:</b> None</p>

<p><b>Technical knowledge &amp; skills required</b></p>	<p><b>Essential skills and experience</b></p> <ul style="list-style-type: none"> <li>• A genuine interest in providing good customer service and supporting members in a professional, friendly and helpful way.</li> <li>• Clear written and verbal communication skills, with the ability to share information accurately and confidently.</li> <li>• A positive, collaborative approach to working with others, and the ability to build effective working relationships with colleagues and stakeholders.</li> <li>• Good organisational skills, with the ability to manage multiple tasks, meet deadlines and pay attention to detail, with support from the team.</li> <li>• Confidence using digital tools, including Microsoft Office (such as Outlook, Word, Excel, PowerPoint &amp; CRM's), with training provided where needed.</li> <li>• A commitment to equality, diversity and inclusion, and an understanding of their importance within both the workplace and the theatre sector.</li> <li>• An interest and understanding of the theatre industry, or a curiosity about how theatres, producers and venues operate.</li> </ul> <p><b>Desirable skills and experience</b></p> <ul style="list-style-type: none"> <li>• Experience supporting events, meetings or activities or an enthusiasm to learn about event administration and logistics.</li> <li>• Some familiarity with membership organisations, customer service environments, or administrative roles.</li> <li>• Experience using databases, CRM systems or content management systems - or a willingness to learn, with training provided.</li> <li>• An interest in developing a career within a membership organisation or the arts and cultural sector.</li> </ul>
---------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Competencies</b>	<p><b>Impact</b></p> <ul style="list-style-type: none"> <li>• A positive, proactive attitude, with a willingness to learn, develop new skills and continuously improve ways of working.</li> <li>• Good organisational and time management skills, with the ability to manage competing priorities, day-to-day tasks and deadlines effectively within a busy team environment.</li> <li>• The confidence to take ownership of tasks and responsibilities once trained, using initiative appropriately while recognising when to seek guidance or clarification.</li> <li>• An adaptable and resilient approach, remaining calm, solutions-focused and open-minded when priorities or circumstances change.</li> <li>• The ability to remain professional, approachable and composed when working under pressure, while contributing positively to team morale and delivery.</li> </ul>
	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• An approachable, calm and professional manner, with the ability to build positive relationships and respond confidently to requests and queries from members, colleagues and external stakeholders.</li> <li>• Strong interpersonal and communication skills, with the ability to communicate clearly, thoughtfully and diplomatically with a wide range of people, even in busy or fast-moving situations.</li> <li>• The ability to work collaboratively as part of a team, contributing positively to a supportive and inclusive working environment and assisting colleagues where needed.</li> </ul>
	<p><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• A flexible attitude and willingness to support a broad range of activities across the directorate, with an interest in developing a wider understanding of the organisation and sector.</li> <li>• A positive, curious approach to learning and improving processes, with an openness to new ideas, technologies and ways of working.</li> </ul>

# Working with us

<p><b>Location</b></p>	<p>Our main office is based in Covent Garden, London and the Ticket Booth is based in Leicester Square.</p> <p>Depending on the role, we have an agile working policy which means that we expect minimum of 60% of your working hours to be spent in the office or with members each week. You are, of course, welcome to come in more than that if you prefer.</p>
<p><b>Flexible working</b></p>	<p>All roles are open to flexible working – e.g. job share, reduced hours or other flexible working approaches.</p>
<p><b>Annual leave</b></p>	<p>Annual leave for a full-time role is 25 days, rising to 27 days after five years.</p> <p>Non contractual time off: your Birthday off or a day off within two weeks of your birthday. Company Closure Day, normally on a day next to a Christmas bank holiday.</p>
<p><b>Benefits &amp; Perks</b></p>	<p>Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose.</p> <p><b>Your health &amp; wellbeing</b></p> <p>The health and wellbeing of our staff is our utmost priority, and we offer a range of benefits. The following non-contractual benefits are currently available to employees:</p> <ul style="list-style-type: none"> <li>• <b>WeCARE</b> – Digital Wellbeing. A complete solution across Physical &amp; Mental Health, Finance and Legal support. Advice from qualified professionals tailored to the individual.</li> </ul>

	<ul style="list-style-type: none"><li>• <b>MyStrength</b> – One to one support with a qualified Wellbeing guide, a person there to help and support on your wellbeing journey. Support built around the individual.</li><li>• <b>Toothfairy</b> – Smart dental App – Your personal dentist.</li><li>• Paid annual eyesight test</li><li>• Paid annual flu vaccine</li></ul> <p><b>Your finances &amp; protection</b></p> <p>We offer a pension scheme and further protections.</p> <p><b>Pension scheme</b></p> <ul style="list-style-type: none"><li>• Contributory pension scheme: the current contributions are:<ul style="list-style-type: none"><li>○ Employer Contribution: 5% of gross pay</li><li>○ Employee Contribution: Minimum 3% of gross pay</li></ul></li></ul> <p><b>Personal circumstances</b></p> <ul style="list-style-type: none"><li>• Death-in-Service Insurance Cover – 3 x annual salary.</li></ul> <p><b>Personal development</b></p> <ul style="list-style-type: none"><li>• We invest and believe in continuous professional development and training opportunities for all.</li><li>• Where appropriate, we suggest and arrange professional mentors to offer additional external guidance.</li></ul> <p><b>Travel to work</b></p> <p>Many of our staff walk, use public transport or cycle to work or a combination of the above.</p> <p>The following apply after probationary period:</p> <ul style="list-style-type: none"><li>• Interest-free Travel Season Ticket loan</li><li>• Cycle to work scheme</li></ul>
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p><b>Theatregoing</b></p> <p>Our staff champion theatre and the work of our members. That includes attending regular theatre productions and visiting members (where appropriate) across the UK.</p> <ul style="list-style-type: none"><li>• Staff are offered complimentary show tickets on set dates and sometimes to attend opening nights of productions.</li><li>• All staff can buy Theatre Tokens with a 10% discount.</li></ul> <p><b>Events &amp; experiences</b></p> <p>We offer many opportunities to get involved with events such as West End Live, the Olivier Awards, Kids Week workshops and Theatre Craft (jobs fair for craft roles in theatre sector).</p> <p><b>Socialising with colleagues</b></p> <p>We have a dedicated social committee with organisational budget.</p> <p>Recent events have included: a quiz night, karaoke, bowling, summer party, games night, festive celebration and many more.</p> <p><b>Sustainability</b></p> <p>We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.</p> <p>Recent activities include swap and shop clothes recycling, reduction in all waste, a review of our energy use and much more.</p> <p><b>Local discounts</b></p> <ul style="list-style-type: none"><li>• Local retail discounts through Heart of London Club and Love Covent Garden.</li><li>• 20% off at Trevor Sorbie hair salon in Covent Garden.</li></ul>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------