

**ONE DANCE UK  
JOB PACK**

---

# Membership Manager







# ABOUT ONE DANCE UK

One Dance UK is the national support organisation and advocacy body with a vision for a stronger, more vibrant, and diverse dance sector. We are part of Arts Council England's National Portfolio (2023-27) and are also the Subject Association for Dance in schools. We work closely with the Government and officials, presenting evidence to advocate for and champion the value of dance as a vibrant and diverse art form across a multitude of sectors, including education, health, physical activity, and cultural expression.

We create opportunities. Be that through pioneering advancements in dancers' health, leading national programmes to develop and champion young people's dance or bringing about sector-wide change. We provide information, resources, and opportunities to support those who work in dance, working closely with dance professionals and organisations.

## One Dance UK provides one clear voice to:

- Support all those working in the sector to achieve excellence in dance performance, education and management.
- Advocate for the increased profile and importance of dance in all its diverse forms and settings.
- Enhance dancer's health, wellbeing, and performance.
- Identify gaps, provide opportunities, and improve conditions for dance to be learnt, discussed, and seen.

Our mission is to provide the information, training, resources and opportunities needed to ensure the dance workforce is well-equipped to secure dance's prominence in the cultural landscape of the future, and to champion excellence and best practice across the sector. You can find out more about our work [here](#).

Equality, Diversity and Inclusion are at the heart of the work we do at One Dance UK and you can read more about how we put EDI into action [here](#).



# Role Description

---

**JOB TITLE:** Membership Manager

**RESPONSIBLE TO:** Head of Membership and Partnerships

**RESPONSIBLE FOR:** N/A

**SALARY:** £27,000 p.a.

We offer 25 days of annual leave, in addition to public holidays in England & Wales, alongside additional benefits in post.

**LOCATION:** Dance Hub, Birmingham, UK.

We are currently operating a hybrid work model, with meetings occasionally held at our office. Some events/meetings in other parts of the UK may require attendance.

**HOURS:** This role is a full-time permanent contract, 35 hours per week.

We welcome discussions about flexible working and potential job-sharing (pro-rata salary).





A group of dancers in traditional Indian attire, featuring vibrant red saris with flowing blue dupattas, are captured in a dynamic pose on a stage. The dancers are barefoot, adorned with traditional jewelry including bangles and anklets. The background is a soft, out-of-focus purple and blue, with stage lights visible at the top. The overall atmosphere is one of cultural celebration and artistic performance.

# Overview of the role

- Manage members services and the administration of membership schemes.
- Manage the organisation's Customer Relationship Management (CRM) platform, Microsoft Dynamics, and support its internal use and growth.
- Develop and grow membership of One Dance UK.



# MAIN DUTIES AND RESPONSIBILITIES

## Strategic plans



- Support the Head of Membership and Partnerships and work with One Dance UK teams to deliver strategic plans that grow overall membership and further develop and embed the use of our CRM platform.
- Implement membership and CRM plans under the direction of the Head of Membership and Partnerships, through collaborating with senior management and relevant teams across the organisation.

## Membership



- Manage member services and oversee administration of the membership schemes using the associated platforms and in liaison with the wider One Dance UK team.
- Alongside the Operations Manager, be the first point of contact for membership enquiries, sign-ups, renewals and payments.
- Maintain and develop relationships with organisational members, keeping Head of Membership and Partnerships informed of key opportunities for development.
- Work with the Marketing and Communications team to recruit, engage, and retain members in line with marketing and membership strategies.
- Work with the Marketing and Communications team to ensure membership promotional materials remain up to date.

## Customer Relationship Management (CRM) platform



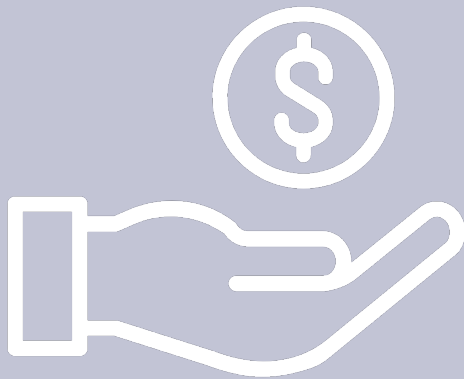
- Oversee implementation of CRM strategic plans and manage the relationship with platform suppliers.
- Develop and manage CRM features, workflows, and member journeys using automation.
- Maintain the accuracy and consistency of data held on the CRM, including contacts, accounts, and membership records, ensuring compliance with data protection regulations.
- Manage internal user administration, including user profiles, training, and reporting.
- Actively champion the CRM platform and maximise the potential for managing and developing membership.

## Programmes



- Work with teams across the organisation to create opportunities for members to network with sector professionals and engage with One Dance UK's work.
- Collaborate with all One Dance UK teams to integrate membership development and networking activities into the organisation's events and annual calendar.
- Support the Project Manager in the planning and delivery of One Dance UK's Annual General Meeting, ensuring appropriate opportunities for member participation and involvement.

## Administration/ Finance



- Working with the Operations Manager administer membership related sales via various payment platforms.
- Working with the Operations Manager administer sales of books and resources to One Dance UK members and non-members.
- Provide timely reports on membership statistics and progress against any agreed membership targets.



# Person Specification

AREA	ESSENTIAL
<b>Experience</b>	<ul style="list-style-type: none"><li>• Administrative experience in an arts environment with multiple projects running concurrently.</li><li>• Experience of managing a membership scheme, developing a membership strategy and running recruitment and retention campaigns.</li><li>• Strong experience of working with a CRM database and knowledge of how it can be used to develop membership.</li><li>• Experience of developing and maintaining databases.</li><li>• Experience of working in a team and on own initiative and problem solving.</li><li>• Being flexible in a dynamic situation and to be open to change.</li></ul>
<b>Qualifications / Skills</b>	<ul style="list-style-type: none"><li>• Demonstrable experience of excellent organisation skills combined with exemplary attention to detail, clarity of communication, the ability to multitask, set up schedules and systems.</li><li>• Experience working with a CRM, including data interrogation and building dashboards</li><li>• Experience in data analysis and reporting.</li><li>• Excellent customer service skills.</li><li>• Excellent verbal and written communication skills, IT skills and ability to relate to a wide range of people in person, by phone, email.</li><li>• Excellent skills in Microsoft 365 suite of applications including: Teams, Word, Excel.</li></ul>
<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Willing to travel occasionally and if needed stay away from home.</li><li>• Willing to work flexibly and occasional unsocial hours.</li><li>• Active commitment to Equal Opportunities.</li></ul>



# HOW TO APPLY

Please send your CV and cover letter explaining how you fit the person specification, and what you could bring to the role to [jobs@onedanceuk.org](mailto:jobs@onedanceuk.org) with 'Membership Manager – Application' as the subject line. Please also complete the **EDI form** as part of your submission.

Applications will close on the **7 January 2026 at Midnight**.

We expect to conduct interviews **w/c 12 January 2026**.

The successful candidate will be ideally available from 16 February 2026, or earlier.

*One Dance UK encourages applications from all backgrounds and communities, and in particular applicants of ethnically diverse backgrounds.*

*We are a Disability Confident Committed employer and will offer a guaranteed interview for disabled applicants who meet the minimum criteria for this role.*







[www.onedanceuk.org](http://www.onedanceuk.org)



@onedanceuk