OneDanceUK

ONE DANCE UK JOB PACK

Membership Officer

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 the 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 and present 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 as a cultural form of expression.

We create opportunities through pioneering advancements in dancers' health, lead national programmes to develop and champion young people's dance and bring 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 Officer

RESPONSIBLE TO: Head of Membership and Partnerships

RESPONSIBLE FOR: N/A

SALARY: £24,500 p.a. Job share may be considered

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

LOCATION: Dance Hub, Birmingham, UK. We are currently operating in a hybrid mode of working, 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 on flexible working and potential job share.

Images: Eve Walker (cover), Carden Stapleton (page 2) and Janice Ho (right) by One Dance UK, Dani Bower

Overview of the role

- Oversee member services and the administration of the membership schemes.
- Deliver the day-to-day operation and development of the Customer Relationship Management (CRM) platform Microsoft Dynamics, supporting its effective internal use and growth.
- Support the development and growth of membership for One Dance UK.

U.Dance National Festival 2022 by One Dance UK, Dani Bower

MAIN DUTIES AND RESPONSIBILITIES

Strategic plans

- Support the Head of Membership and Partnerships, and work with all One Dance UK teams and staff to deliver strategic plans to grow organisational membership and the breadth of the individual membership, and further embed and develop the use of our CRM platform.
- Provide assistance in implementing membership and CRM plans under the direction of the Head of Membership and Partnerships, working collaboratively with all team members.

Membership

- Deliver member services and support the administration of the membership schemes using the associated platforms in liaison with the wider One Dance UK team.
- Act as the first point of contact for Membership enquires, sign-ups, renewals and payments, with support from the Operations Manager.
- Support and maintain relationships with organisational members, keeping the Head of Membership and Partnerships informed of key opportunities for development.
- Work collaboratively with the Marketing and Communications team to deliver communication strategies to recruit, engage and retain members that fit the team's schedule of work and the membership overall strategy.
- Support the Marketing Communications team to ensure promotional materials for membership remain up to date.

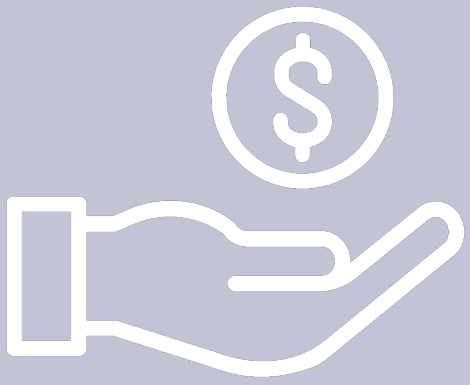
Customer Relationship Management platform

- Provide support to deliver CRM (Dynamics) strategic plans, supporting implementation and ongoing development.
- Administer day-to-day membership tasks using the CRM platform, and relationships with suppliers when necessary.
- Learn to co-ordinate the development of features, workflows, and member journeys using automations, as directed by the Head of Membership and Partnerships.
- Maintain the accuracy and consistency of data held on the CRM, including contacts, accounts and membership records.
- Work with the Marketing and Communications team to ensure security of data and compliance with regulatory requirements.
- Assist in internal CRM user management, user profiles, user training and reporting.
- Work with the Marketing and Communications team to develop the online member experience and members area of the website using the Content Management System (CMS).
- Work with the Marketing and Communications team and suppliers on any CRM customisations, updates, or new features and support subsequent testing and rollouts.
- Provide membership insight though clear visual reporting, maximising the use of the data to inform decision-making and support strategic planning across the organisation, led by the Head of Membership and Partnerships.

Programmes

- Work with all One Dance UK teams on events to give members the opportunity to network with sector professionals and hear about our work.
- Work with all One Dance UK teams to embed membership development and networking activities in the One Dance UK calendar.

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.
- Actively champion the CRM platform and maximise the potential for maintaining and developing membership.
- Provide timely reports on membership statistics and progress against any agreed membership targets.

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Person Specification

AREA	ESSENTIAL	DESIRABLE
Experience	• Administrative experience in an arts environment with multiple projects running concurrently • Experience of membership schemes, involvement in running recruitment and retention campaigns • Experience of working with CRM software and knowledge of how it can be used in a Membership environment • Experience of maintaining databases • Experience of working in a team, and on own initiative and problem solving • Being flexible in a dynamic situation and open to change	• Strong interest in dance and commitment to supporting artists and the broader dance workforce • Experience of compiling reports or similar documents • Experience of administration within project-based professional development work • Self-motivated, can work independently
Qualifications/ training	• Business or marketing qualification and/or equivalent work experience, or • Information systems/data management qualification and/or equivalent work experience	
Skills	• Demonstrable experience of excellent organisation skills combined with exemplary attention to detail, clarity of communication, the ability to multitask, set up schedules and systems • Excellent customer service skills • Excellent verbal and written communication skills, IT skills and ability to relate to a wide range of people in person, by phone, email • Experience in Microsoft 365 suite of applications including: Teams, Word, Excel	• Working with Microsoft Dynamics • Payment systems • Working with Dashboards
Other requirements	• Willing to travel occasionally and if needed stay away from home. • Willing to work flexibly and occasional unsocial hours	

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** with 'Membership Officer – Application' as the subject line. Please also complete the **EDI form** as part of your submission.

Applications will close on the Sunday **29 March 2026 at midnight**. Opportunity for immediate start.

We reserve the right to close this vacancy early if we receive sufficient applications for the role.

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.

Dance Transports 2022 by One Dance UK, Dani Bower

One Dance UK staff by One Dance UK, Dani Bower

BENEFITS

- 25 days annual leave, in addition to bank holidays in England and Wales (pro-rated to working hours)
- Free eye test, and up to £55 towards glasses
- Enhanced sick pay
- Enhanced family leave pay, depending on service
- Family-friendly employer – we are a member of Parents and Carers in the Performing Artis (PiPA)
- Staff season ticket loan
- Paid compassionate and emergency leave for dependent care
- Allowance for tickets to dance shows
- Access to an Employee Assistance Package (EAP) through BHSF

One Dance UK

Supporting Dance

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