



## **ONE DANCE UK Membership Manager**

One Dance UK is the national sector support organisation for dance, advocating for the dance profession and delivering programmes, services and events across the UK that aim to provide support, networking and professional development opportunities for dance professionals including: dancers, managers, teachers, choreographers, directors, healthcare practitioners and academics.

More information about One Dance UK can be found here: [www.onedanceuk.org](http://www.onedanceuk.org)

We are seeking an experienced Membership Manager to work with the Head of Membership & Business Development to implement creative strategies for growing One Dance UK's individual and organisation membership, manage members services and administrate our membership schemes.

We are looking for a motivated, highly organised and efficient person who will be confident to build our membership of individuals and organisations, has strong experience of a CRM database and maximises its use to best effect, engages daily with members and supports our networking, Conference, One Dance UK Awards, training and advocacy events. The Membership Manager will share daily engagement with members with the Office Manager. The individual will work with an experienced team driving forward the vision for One Dance UK, ensuring it reaches its targets, increases earned income and builds the brand profile of the organisation and increases the visibility of its work across the wider dance, cultural, education and policy and political sectors.

### **How to apply?**

Please apply using the application form (downloadable from the One Dance UK website). Completed applications forms should be sent to [info@onedanceuk.org](mailto:info@onedanceuk.org) by 10am on Monday 29 April 2019. We expect that interviews will take place w/c 6 May 2019

### **JOB DESCRIPTION**

#### **Responsible to:**

Head of Membership & Business Development

**Key Relationships (Internal):** Marketing and Communications team, Senior Management team, Office Manager and Project Manager.

**Key relationships (External):** Organisation and individual members and Annual General Meeting venue

**Place of work:**

Normal place of work will be One Dance UK's office located in Birmingham Hippodrome's Building, Thorp Street, Birmingham, B5 4TB. Occasional travel to venue locations throughout the UK will also be required. Authorised travel costs will be paid for by One Dance UK.

**Hours of work:**

The equivalent of five days (35 hours) per week, usually 9.30am to 5.30pm (includes an unpaid one-hour break each working day). Some evening and weekend work may be required. No overtime is paid but time off in lieu may be taken. One Dance UK can be flexible with working days and hours, depending on the needs of the office and the small team of staff.

**Holiday entitlement:**

The holiday year runs from April to March. Annual entitlement is 25 working days per year plus public holidays. For staff beginning or concluding their employment during the year, holiday entitlement is calculated on a pro rata basis.

**Probationary periods and notice periods:**

The probationary period for this post is 3 months, during which time either the employee or One Dance UK may terminate the employment subject to one week's notice. Upon successful completion of the probationary period, the notice period is 3 months.

**Conditions of Employment:**

This position is a permanent role. One Dance UK will pay a salary of £25,000 as well as covering pre-agreed essential travel expenses to attend meetings and events.

**Benefits**

After 3 months service, individuals will have access to the People's Pension scheme – employer 3% / employee 5% contributions of gross salary.

**PURPOSE OF THE ROLE**

To develop and grow membership of One Dance UK and to manage members services and the administration of the membership schemes.

**Main Duties and Responsibilities****Strategy**

- To work with the Head of Membership & Business Development to deliver a strategy to grow our strong organisation membership and the breadth of our individual members, including Dance teachers, choreographers, Health Care Professionals, students and people who support dance
- To implement the membership strategy in liaison with Senior Management, Marketing & Comms team and Project Manager

**Membership**

- To manage members services and oversee administration of the membership schemes

- To be the first point of contact for daily membership enquiries, direct them to the right person in One Dance UK, renew membership by phone, when required, and immediately update the CRM database
- To maintain and develop relationships with organisational members
- To work in advance with the Marketing & Communications team to deliver communication strategies to recruit, engage and retain members that fits the team’s schedule of work
- To ensure membership materials remain up-to-date

**Programmes**

- To schedule a programme of member events throughout the UK to give members the opportunity to network with sector professionals and hear about our work in the sector
- To embed membership development and networking activities in One Dance UK’s annual conference, awards and other events
- To produce One Dance UK’s Annual General Meeting with the Project Manager

**Administration/Finance**

- To administer membership sales via PayPal and Telephone
- To manage sales of books and resources to One Dance UK members and non-members
- To champion the CRM database and maximise the potential for managing and developing membership
- To manage the membership budget and provide timely reports on progress against targets

## Person Specification

Area	Essential	Desirable
EXPERIENCE	<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>	<ul style="list-style-type: none"> <li>• Strong interest in dance and commitment to supporting artists and the broader dance workforce.</li> <li>• Experience of compiling reports or similar documents</li> <li>• Experience of administration within project based, professional development work</li> <li>• Self-motivated, can work independently</li> </ul>

QUALIFICATIONS/ TRAINING	<ul style="list-style-type: none"> <li>• Business or marketing qualification and/or equivalent work experience</li> </ul>	
SKILLS	<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 multi task, set up schedules and systems.</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 and manipulating social media tools including, Facebook, Twitter and websites.</li> </ul>	
OTHER REQUIREMENTS	<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>	<ul style="list-style-type: none"> <li>▪ Willingness to learn new skills</li> </ul>