

Job Description

Job Title:	Membership Officer
Location:	Icon's office, London
Responsible to:	Head of Membership
Hours:	Part-time, 28 hours per week
Salary:	£25,000 per annum pro rata, plus 6% pension contribution

Icon brings together people with a passion for the care of cultural heritage. As a charity and the professional body for conservators, Icon champions excellence in conservation and promotes the value of caring for heritage. Our 2,500-strong membership embraces the wider conservation community, and all others who share a commitment to improving the conservation of our cultural heritage.

Icon champions professional standards in heritage conservation through our professional qualification, work-based training models, register of conservation practices, publications and through the professional development of members involved in the care of cultural heritage. Our mission is to support:

- Advocacy – through influencing our partners
- Excellence – through building knowledge, high standards and valuing the profession
- Engagement – through encouraging public awareness and participation

For more information, please visit www.icon.org.uk

Overall purpose of the job:

You will be a key part of a small team committed to developing, managing and marketing Icon's membership, as well as the provision of services to members. You will be responsible for the day-to-day administration and promotion of Icon's membership and Conservation Register database and linked website; engaging with members, processing their applications, renewals and enquiries, supporting Icon events and other general administration.

Main duties and responsibilities

- 1 Maintaining Icon's membership records on the CRM system; ensuring records are accurate and monitoring the implementation of new memberships, membership renewals, credit and debit card payments and direct debit collections. Identifying and resolving any anomalies in the system

- 2 Producing quantitative and qualitative reports from the CRM database, and contributing analyses of any evident trends in membership and marketing for routine reporting and monitoring purposes.
- 3 Marketing and recruitment. Contributing to the implementation of Icon's Membership Growth Strategy. Assisting with the development and implementation of marketing and promotional plans. Chasing lapsed members and supporting membership recruitment campaigns.
- 4 Responding to enquiries from prospective members, existing members, colleagues and the general public within agreed customer service timeframes.
- 5 Assembling and dispatching Welcoming Packages to new members (merging, printing and fulfilment); ensuring these are dispatched in a timely manner.
- 6 Processing requests for new Upgraded Listings on the Conservation Register; supporting applicants to access the system and liaising with them to resolve any queries. Ensuring Icon's CRM is updated and payment arrangements for Upgraded Listings are confirmed.
- 7 Preparing and sending official e-bulletins ('Iconnects') to various membership segments, liaising with staff and members to develop content.
- 8 Deputising for the Head of Membership and attending Icon events where appropriate to network and engage with Icon members.
- 9 General office duties such as answering the phone and opening post as required.
- 10 Any other responsibilities as may reasonably be requested by the Chief Executive.

In common with all staff you have a responsibility for your own personal and professional development and training, and for drawing attention to your training needs and those of colleagues that you work with.

This job description may be subject to review in light of the organisation's development and in consultation with the post holder.

Person Specification	
Training, experience and qualifications	
Essential: <ul style="list-style-type: none"> • Undergraduate degree or equivalent experience • Previous experience using a CRM system to manage membership records • Previous experience marketing and selling memberships • A strong track record of delivering excellent customer service • An interest and enthusiasm for heritage and conservation 	Desirable: <ul style="list-style-type: none"> • Previous experience working with volunteers • Knowledge of the conservation and/or cultural heritage sector • Previous experience managing websites
Knowledge and skills	
Essential: <ul style="list-style-type: none"> • Excellent database and/or CRM skills in the context of a membership or voluntary organisation • Excellent communication skills, both oral and written • Excellent data analysis skills to explain evident trends and inform decisions • Excellent administrative skills • Excellent IT skills (including Word, Excel, Outlook, websites) 	Desirable: <ul style="list-style-type: none"> • Understanding the professional context in which conservators operate
Interpersonal skills	
Essential: <ul style="list-style-type: none"> • Ability to work closely and collaboratively with a range of colleagues, including volunteers • Flexible, willing and able to develop new skills • Ability to forge and maintain excellent and effective relationships with stakeholders and delegates 	Desirable: <ul style="list-style-type: none"> • Diplomacy and ability to respond cheerfully when handling difficult enquiries

Other	
Essential: <ul style="list-style-type: none"> • Willing and able to attend occasional events and other off-site functions during evenings/unsocial hours. • A commitment to equality and diversity 	Desirable:

To apply, please visit www.icon.org.uk and follow the instructions.