

Job Description: Membership Officer

Job title:	Membership Officer (Events)
Salary:	£28,000 plus 6% pension contribution
Contract:	Permanent
Hours:	Full-time, 35 hours per week
Location:	Hybrid (London office and remote)
Annual leave:	25 days per annum (pro rata)

About Icon

Icon, the Institute of Conservation, is a charity and professional membership organisation dedicated to safeguarding cultural heritage and championing the value of conservation.

Icon's vision is to protect, preserve and promote our treasured cultural heritage through cultivating skilled conservation professionals, supporting meaningful collaboration across the cultural heritage sector, and delivering public benefit through engagement and advocacy.

Icon's mission is to represent and support the practice and profession of conservation by promoting the public value of caring for cultural heritage and upholding high standards and ethics in conservation practice.

Icon ensures that the guardians and owners of objects, buildings and collections can access knowledgeable and passionate professionals who will help them safeguard the physical remains of our past for the future.

With a membership of almost 2,500 individuals and organisations, Icon brings together conservators working in all disciplines as well as conservation scientists, educators and many others with an interest in conservation. Icon's membership takes an active part in the running of the organisation and the delivery of services to members. Icon has 26 specialist interest groups each of which runs an active programme of lectures, training and social events for members.

About the role

As a key member of our small, dedicated team, you will be instrumental in supporting Icon's membership community. This role is responsible for the day-to-day operation of membership and involves providing exceptional membership services, ensuring seamless communication, and maintaining accurate membership data. In addition to membership services, this role will support membership growth via implementation of exciting new membership initiatives

This role is based at Icon's office in Farringdon, London. Icon operates a hybrid working policy, which requires staff to be in the office at least two days per week, with the flexibility to work remotely for the remainder.

The post-holder will report directly to the Marketing and Membership Manager.

Specific duties:

Membership Services

- Handle membership enquiries via phone, email, and face-to-face interactions.
- Manage the membership inbox, responding to queries efficiently.
- Set up new members and maintain high-quality service for existing members.
- Act as a key customer service contact for members.
- Engage with Icon members and the wider conservation profession at heritage sector events

Data Management

- Day to day management of CRM, ensuring membership data accuracy.
- Ensure team-wide access to accurate and up-to-date membership records.
- Generate reports and analytics to support membership insights.
- Co-ordinating mailing data for Iconnect (Icon's quarterly members' magazine) and the Journal of Conservation and responding to the editors' information requests.
- Assisting with system upgrades/improvement projects, including testing new functionality and customisations

Finance

- Oversee membership reconciliation processes.
- Manage invoicing for individual and organisational memberships.

Find a Conservator Service

- Act as an ambassador for the Find a Conservator service – supporting promotional and recruitment activity.
- Day to day administration of the service, ensuring professional profiles remain up to date.
- Collaborate with Membership Officer (Marketing and Communications) to manage related communications.

Events

- Support delivery of large events, including setup and copywriting for event materials.
- Coordinate Icon's presence at relevant heritage sector events, conferences and trade shows.
- Assist the Skills Administrator with Skills events.

Groups

- Provide administrative support to group committees.
- Manage the events inbox and support group events and communications.
- Facilitate communication and coordination for group activities and events.
- Attend Group Events, where appropriate, to engage Icon's active members and provide support as required.

Other Duties

- Undertake additional tasks as required to support the membership team and organisational objectives.
- Any other responsibilities that may be reasonably requested by the Chief Executive or the Policy and Programmes Director.

Person Specification

Training, experience and qualifications	
Essential: <ul style="list-style-type: none">• Strong track record of efficiently administering personnel/membership data.• Strong track record of delivering excellent customer service• Experience of working in a small team in an office environment	Desirable: <ul style="list-style-type: none">• Experience of working for a charity or non-profit organisation.• Experience of working for a professional body or membership organisation.• Experience of working with volunteers.
Knowledge and skills	
Essential: <ul style="list-style-type: none">• Effective time management and an ability to prioritise a complex workload in a busy environment• A thorough understanding of events planning and production.• Well-developed administrative, IT and data management and analysis skills.	Desirable: <ul style="list-style-type: none">• Knowledge of the conservation and/or arts and heritage sector.• Understanding of the conservation profession.• Project management skills.
Other	
Essential: <ul style="list-style-type: none">• Ability to support colleagues, members and volunteers and work in a collaborative way.• Willing to travel to attend Icon events and sector functions.• A passion for heritage, museums and the cultural sector's work to engage wider audiences.	Desirable: <ul style="list-style-type: none">• Ability to work with diverse stakeholders (internal and external)

To apply: Please visit [Icon's website](https://www.icon.org.uk) to download the application form for this role. If there are any reasonable adjustments we can make to support your application for this post, please email recruitment@icon.org.uk

Application deadline: Midday, 7 April 2025

Professional Development: As an organisation committed to championing conservation and supporting the careers of our conservator and heritage professional members, we are equally committed to supporting Icon staff with continuing professional development through both access to Icon training opportunities and external development opportunities.

Equality, Diversity and Inclusion: Being inclusive is one of our core values. As an organisation Icon values diversity and recognises that the broad range of backgrounds, experiences, views, beliefs and cultures represented within our staff, trustees and membership greatly enhances our organisation. Icon is therefore committed to supporting, developing and promoting equality, diversity and inclusion in all its activities. We aim to ensure that opportunities are open to all those who are passionate about caring for heritage.