

South West Fed Role description – Membership Secretary

Main tasks and responsibilities

1. Responsible for membership, especially joining procedures, renewals, communications and database management as well as payment processes for corporate members and sponsors
2. The creation and delivery of a new South West Fed's Membership Strategy and corresponding plan.
3. Ensures that the Federation's core work responds to member and potential members' needs
4. To provide excellent stewardship for members by undertaking communications tasks such as encouraging renewals, running campaigns, responding to and obtaining feedback, and ensuring members are happy with their member benefits
5. To collaborate with the Board on creating, updating, and reviewing strategies to develop and deliver a high-quality membership offer, and to increase membership
6. To work with Creative Programme Officers on ensuring members are heard 'on the ground' and to help identify opportunities for the officers to promote membership on a local level
7. To provide feedback and recommendations on membership processing and customer support systems and report back to the Board
8. To attend Board meetings and play an active part in the discussions and activities of the South West Fed.

Please also refer to the separate "Generic Role Description" document as regards the Charity's mission, governance and general trustee/director expectations and duties.

Skills, experience and outlook required

1. Experience of administrative processes, knowledge of databases useful but not essential
2. An understanding of how to carry out evaluation and analyse feedback to inform activity
3. An understanding of membership organisations and appreciation of the value of members
4. Experienced communication skills, ability to engage others in our work, gain feedback and represent others in a public forum
5. Team player, able to lead and inspire others and delegate as appropriate
6. A commitment to the South West Fed and it's associated policies and practices, a passion for heritage across the sector, and actively building relevant networks beyond the Heritage sector.