

## South West Fed Role description – Membership Secretary



### Main tasks and responsibilities

1. Responsible for membership, including joining procedures, renewals, communications, members surveys, database management and reporting to the Board of Trustees.
2. To provide excellent stewardship for members by running campaigns, encouraging renewals, responding to membership enquiries, obtaining feedback through evaluations and member surveys to ensure members are happy with their member benefits.
3. Provide member communications through the member newsletter and social media channels, working collaboratively with the Communications Secretary.
4. Manage the membership database, ensuring it is up to date, a renewals process is in place, and provide quarterly reports on current membership to the Board of Trustees.
5. To collaborate with the Board on creating, updating, and reviewing strategies to develop and deliver a high-quality membership offer.
6. To work with Creative Programmers on ensuring the events programme responds to the membership and to help identify opportunities to promote membership on a local level through our events programme.
7. 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 data and feedback to inform future 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 its associated policies and practices, a passion for heritage across the sector, and actively building relevant networks beyond the Heritage sector.