

## JOB DESCRIPTION

### Membership and Services Administrator

#### Section 1: What is Making Music and what do we do?

##### Vision

Everyone has opportunities within reach to make and present their kind of music with others.

##### Mission

Making Music is a membership organisation which supports, stands up for and celebrates groups of people making and presenting music together in their leisure time across the UK.

Making Music is the membership organisation for leisure-time music groups in the UK. We offer our 3,800+ members practical support and artistic opportunities, celebrate their achievements, speak on their behalf and encourage more people to take part in music. The priorities of our current five-year plan are to:

1. Help Making Music groups become stronger and better able to connect with new members and audiences
2. Stand up for and celebrate groups, their members, and others coming together to make or present music in their leisure time across the UK
3. Invite and welcome all kinds of music groups to become part of the Making Music community

#### Section 2: Employment details

This post is a permanent position of 5 days/37.5 hrs per week

Location: 8 Holyrood Street, London, SE1 2EL (can be partly from home)  
Salary: £ 23,122.70 per year  
Reports to: Membership and Services Manager  
Hours: Five days per week. Flexible working is possible, provided telephone cover is guaranteed across the membership team Monday to Friday 10am to 5pm. Flexible working is at the discretion of and to be negotiated with the line manager. The post may require occasional weekend and evening work, for which time off in lieu will be given.

#### Section 3: Job purpose

The Membership and Services Administrator is a key role in the Membership and Services Team and wider organisation. You will be working closely with the three other members of the Membership and Services team (two administrators and the Membership and Services Manager). The Membership and Services Team has two main purposes:

- To provide efficient membership administration (e.g. processing applications, updating contact details)
- To deliver excellent membership service, answering queries over the phone and by email, and providing support for our paid for services such as Making Music Platform and Charity Registration.

## **Section 4: Key responsibilities**

Having a good understanding of our membership structure and the services we offer is an important part of the role. As is having good knowledge of the wide range of subjects our members frequently ask us about. These include charity governance, copyright and Gift Aid. **Full training on all the above and on our services is provided and no prior knowledge is expected.**

### **Duties include:**

- First point of contact for Members (inbound telephone / email queries)
- Responding, resolving or escalating a wide range of queries, including liaising with internal departments
- Membership administration: distribution of joining packs, process applications, renewals, data changes etc.
- Engage with potential new members and convert enquires into members.
- Membership database: creating, maintaining and updating records
- Member service delivery to agreed standards. Including:
  - Charity registration service: collecting information from members and compiling a charity registration service on their behalf
  - Making Music Platform: create template databases and websites, and provide first line technical support for members using them
  - DBS checks: set up online accounts on third party software and answer members queries.
- Assist colleagues with creating and reviewing online guidance for members
- Trade shows and events: attendance and/or support for colleagues
- Any other duties in relation to membership as agreed from time to time with line manager

## **Section 5: Person specification**

### **Essential:**

- Able to communicate confidently and clearly, via telephone and email in particular.
- Able to learn and retain knowledge on a wide range of topics.
- Excellent customer service skills.
- Ability to pick up Microsoft Office programs and reasonably speedy keyboard skills.
- Excellent attention to detail.
- Able to complete routine tasks efficiently and methodically.
- Able to prioritise workload.
- Able to work as part of a small team and be flexible.

### **Desirable**

- Experience of working in the backend of a database and website system. Note: technical knowledge such as html and php is not important.
- Musical knowledge and experience.

## **Section 6: Making Music Values**

### **We listen to and care about members**

Members are at the heart of what Making Music does. We want to understand what matters to them, and we will always go the extra mile to help them.

### **We keep promises**

When we say we will do something, we will do it. If something stops us doing it, we will say so and think about what we could do instead.

**We are collaborative and inclusive**

We achieve more by working with others, complementing, not competing, and by making sure everyone can take part fully in our organisation.

**We enjoy creative problem-solving**

We have a can-do attitude. We learn from what has gone before, but are not afraid to try new things and love thinking laterally.

**We empower**

We give our staff real responsibility and opportunities to contribute and develop. In return we expect them to take personal responsibility