

MEMBERSHIP OFFICER

[Creative UK](#) is the independent network for the UK Creative Industries, and we know that connection changes everything. Our overarching mission is to leverage the economic, social and cultural value of the UK's creative economy.

Our Membership Officer will play a pivotal role at the heart of our activity and engagement with a wide network of members across the creative sector. We have recently invested in the development of a new CRM (Hubspot) as we firmly believe that our data is our intelligence base for our network. This role will help feed our data systems enabling us to build real-time insights which will directly inform, shape and improve our services to members. You will also support our team of experts to deliver a broad range of services to members, giving you the opportunity to develop relationships with some of the most influential organisations and individuals working across the UK's arts and creative sector.

We are looking for someone with a genuine interest in data and its use to drive growth. You will be diligent in approach and be comfortable with multi-tasking, rolling your sleeves up and supporting the operations of our membership function. This is an exciting time to join our team launching a new membership offer underpinned by a robust CRM. You will have the opportunity make a real impact growing and supporting our members during a challenging time.

LOCATION*: UK wide, workspaces currently available in Central London, Greater Manchester or Bristol

STARTING SALARY: up to £26,500 dependent on experience

CONTRACT: Full time, fixed term renewal date January 2023

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link* to jobs@wearecreative.uk by Wednesday 5th January 2022 midday. Interviews will take place by video conference w/c 10th January 2022, immediate appointment preferred.

**hybrid working, min 2 days in a workspace, 3 days from home. Video link optional*

KEY RESPONSIBILITIES

CRM Management

Work closely with the Systems & Data Manager to ensure smooth running of the new membership system (Hubspot being introduced in Jan22), to include:

- Key user and operator of the HubSpot CRM and undertaking all necessary training to facilitate this
- Daily user management and maintenance of Hubspot , including administering member events
- Lead on efficient processes to ensure that all records are up to date and users are performing effective tasks

Memberships Process & Reporting

Act as our membership process and reporting 'gatekeeper', to include:

- Support process and workflow design for all account managers, acting as a gatekeeper monitoring colleagues standardised ways of working and CRM use
- Checking renewal dates 3 months in advance of targets
- Progress chaser across members where required
- Providing progress updates at weekly membership and finance team meetings
- Managing the membership@ mailbox, escalating to Account Managers where required
- Maintain an expert working knowledge of our membership offer to provide first-class support and guidance to our members

Invoicing & credit control

- Ensuring account managers provide invoicing data to finance to enable invoices and credit notes to be raised
- Where needed supporting Account Managers with credit control
- Leading on any queries and/or amends required for 'Stripe' payments and subscriptions

- Assisting finance team with invoice data, responding to queries
- Monthly reporting of renewals, new members, lapses, and outstanding invoice payments

Data & Insights

- Tracking prospect conversion and reporting back to the Head of Development & Partnerships and Head of Commercial Operations
- Running, updating, and producing CRM reports to feed into company performance management
- Updating and maintaining membership database, including data cleansing, preparing spreadsheets for bulk uploading and mailing lists on CRM
- Communicate knowledge, insight and recommendations around data in a way that is clear, succinct and action orientated with support from the Systems & Data Manager

Team support

- Maintaining a close working relationship with all the Managers and the Finance team
- Raise membership invoices where required, liaising with finance to ensure they are sent
- Working with the marketing manager to develop and maintain automated processes for the onboarding, offboarding, and renewing of members
- Support in times of peak workload including events, dedicated support to the Senior Development & Partnerships Manager and Head of Development & Partnerships where needed

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing

Required Experience, Knowledge and Skills:

- Experience of working with Hubspot (essential)
- Experience of customer / member support services.
- Experience of data entry and an ability to analyse data and produce reports
- High level of competence with Office365
- Excellent written and verbal communication skills with confident phone manner
- A keen eye for detail and to ensure high standards whilst working under pressure
- Excellent time management and organisation skills with the ability to manage multiple tasks simultaneously and to work to deadlines.
- A basic understanding and knowledge of finance terms and processes (desirable)
- Knowledge of GDPR (desirable)
- Managing content on websites (desirable)

All our employees will be expected to demonstrate behaviors associated with our company values. Our values drive the way we work; **how** we do things is just as important as **what** we do.

- We join the dots; collaboration is in our DNA
- We support and empower; we are here to make a difference
- We are curious, open & honest
- We celebrate difference & value equality of opportunity

*Diversity Changes Everything: We value difference and celebrate the creativity that it brings.
We are committed to improving diversity and inclusion across our organisation and industry by championing a variety of backgrounds, perspectives, identities and talents.*