

WIGMORE HALL

JOB DESCRIPTION

Role:	Membership Assistant
Salary:	£27,300
Contract Type:	Permanent, full-time
Reporting to:	Head of Membership and Appeals
Benefits:	22 days' annual leave plus bank holidays Enrolment onto Company Pension Scheme (after 3 months) Access to private health insurance (after 6 months) Access to the Employee Assistance Programme Training and development opportunities Hybrid working (regular presence at Wigmore Hall is required)

ABOUT WIGMORE HALL

Wigmore Hall, one of the world's great concert halls, specialises in chamber and instrumental music, early music and song. With a musical history stretching back to 1901, Wigmore Hall is today livelier than ever, offering music making of outstanding quality and a wide range of events in the community. Wigmore Hall's focus is on great musical works, best experienced with a powerful sense of immediacy. The repertoire extends from the Renaissance to contemporary jazz and new commissions from today's most exciting composers. Since 2005, the Hall has grown attendance across its entire programme by over 60 per cent. All in all, it now presents around 500 concerts every year, selling a total of 200,000 tickets, and stages as many Learning events.

ROLE OVERVIEW

The Development Department must raise approximately £3.2 million each season to support Wigmore Hall's programming, as well as its work within the community. The Membership Assistant is responsible for helping to maintain a high standard of customer service for members and donors, administering and processing donor data, and providing important administrative support for the day-to-day running of the Development Office. They will play a key role in planning and co-ordinating membership events at Wigmore Hall, as well as supporting the department to facilitate membership and donor acquisition, retention and stewardship.

The successful candidate will support a wide range of activity, whilst helping to drive improvements to processes and customer service. As well as gaining insight into the vital role Development plays within a cultural organisation, they will also work closely with other departments, including Wigmore Hall's Marketing and Box Office departments.

MAIN DUTIES AND RESPONSIBILITIES

- Supporting the Head of Membership and Appeals in all membership related activity, including the fulfilment of membership benefits
- Facilitating the delivery of key membership processes including:
 - Processing membership applications and renewals
 - Accurately recording membership and donor data, ensuring all records are up to date and data processing protocols are adhered to at all times
 - Managing the production and dispatch of membership packs, renewal mailings, receipts, invoices and acknowledgement letters
 - Taking payments across several channels and managing monthly Direct Debit collections
- Dealing with general enquiries and membership/development related enquiries on the telephone, in writing or by email, escalating issues where necessary
- Planning and organising an annual series of membership events at Wigmore Hall to engage members and enrich their experience with the organisation and its work
- Attending operations meetings to discuss event logistics with House Management and Restaurant staff
- Supporting the Development Department as necessary including the organisation and stewardship of donor events such as receptions, dinners and gala evenings
- Welcoming donors at occasional evening/weekend events as and when required (time off in lieu is available)
- Working closely with the Marketing Department to support and coordinate member and donor communications via email and social media, and to develop digital offerings for members
- Maintaining membership credit listings in Wigmore Hall brochures and online
- Maintaining the general efficiency of the Development Department, liaising with the team and co-ordinating tasks as appropriate, as well as helping to cultivate an environment of continual improvement
- Administering complimentary memberships for American Friends of Wigmore Hall donors

PERSON SPECIFICATION

Essential

- Excellent customer service skills and attention to detail
- Familiarity with MS Office and an aptitude for learning new software
- Strong organisational and time management skills, with the ability to meet deadlines
- High level of written and verbal communication, with a professional but friendly communication style
- Willingness to work evening/weekend events as and when required

Desirable

- Appreciation for music and the programme at Wigmore Hall
- Experience using a CRM system
- Experience in a customer facing or administrative role