

WIGMORE HALL

JOB DESCRIPTION

Role:	Membership Manager
Salary:	£35,000
Contract type:	Permanent, full-time
Responsible to:	Head of Membership and Appeals
Supported by:	Membership Assistant
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

ABOUT WIGMORE HALL

Wigmore Hall specialises in chamber and instrumental music, early music and song. With a musical history stretching back to 1901, the Hall is today livelier than ever, offering music making of outstanding quality and a wide range of events in the community. With a focus is on great musical works, best experienced with a powerful sense of immediacy, Wigmore Hall's 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.

ABOUT THE ROLE

The Membership Manager is a new role created to work in conjunction with the Head of Membership and Appeals in all membership related activity as well as manage the Friends of Wigmore Hall membership scheme. The ideal candidate will have previous experience in a similar role and will join a dedicated Development team working to raise approximately £3.5million every season.

You will play a key part in ensuring the Hall's 4,500 strong community of members receive the highest standard of customer care, focussing on the delivery of all benefits and a first-class membership experience for all levels. You will also help to identify ways in which we can enhance membership engagement, as well as drive new member acquisition, and increase overall member satisfaction, retention and revenue.

MAIN DUTIES AND RESPONSIBILITIES

Member Engagement & Stewardship

- Manage the day-to-day delivery of the Friends of Wigmore Hall membership scheme, ensuring all benefits are fulfilled (including benefits for higher-level memberships).
- Act as a key point of contact for Friends of Wigmore Hall and for higher level members, ensuring queries are handled efficiently and professionally, and ticket requests are processed accordingly.
- Maintain a regular presence at the Hall, providing a welcoming and engaging Front of House presence around concerts and events, as well as build and maintain strong relationships with the Hall's members and supporters. (Includes evenings and weekends).
- Oversee and support the Membership Assistant with the processing of weekly membership acknowledgements, as well as the planning and delivery of Membership events across the season, such as talks, open rehearsals and backstage tours.
- Manage the production and distribution of a wide variety of email and postal membership communications, including Priority Booking information, The Score magazine, e-news and engagement contact points across the season.
- Ensure membership stationary is redesigned and renewal and acknowledgement letters for all membership levels are refreshed as and when required.
- Work in conjunction with the Head of Membership and Appeals to support all high-level membership activity and communications, as well as help to identify areas for improvement and implement agreed changes.

Membership Strategy & Appeals

- Support the Head of Membership and Appeals with:
 - implementing acquisition and retention strategies, as well as help to identify opportunities for membership acquisition and upgrades.
 - all appeals-based fundraising, such as our annual Audience Fund and Gift Aid appeals.

Systems & Processes

- Coordinate the processing and administration of high-level membership applications and renewals.
- Oversee the processing of Friends of Wigmore Hall membership applications and renewals (including Direct Debit processing), providing cover for the

Membership Assistant (when needed) in all membership administration and processing.

- Help to maintain accurate membership/donor records on Wigmore Hall's database, ensuring GDPR compliance, as well as help to implement any changes to the systems, processes or procedures in place within the department.

Departmental

- Maintain a good working knowledge of current and upcoming seasons' programming and events.
- Represent the organisation at Tessitura meet-ups and conferences, staying current on best practices.

The list of responsibilities is not exhaustive, and you may be required to perform duties outside of this list as operationally required.

PERSON SPECIFICATION

- At least 1 years' experience in a similar role.
- A proactive, confident, and personable approach to building relationships with members, donors and stakeholders at all levels.
- Excellent attention to detail and a high standard of computer literacy.
- Positive team player with a willingness to collaborate.
- Strong writing skills, with experience of producing engaging and clear communications.
- Willingness to work flexibly when required, including occasional evenings and weekends.
- Experience using a CRM system (ideally Tessitura).

Working hours are Monday – Friday, 10am – 6pm. Evening and weekend work will be required with time off in lieu given.

Application closing date:

10am on Monday 10 February 2025

Interviews:

First round - Thursday 20 February 2025

Second round – Wednesday 26 February 2025