

The Sussex Archaeological Society

Job Description



Job Title	Membership Secretary
Location	Barbican House, Lewes
Contract type	Permanent Contract
Reports to	Chief Executive Officer
Hours	3 days per week with occasional weekend or out of hours event work
Main Purpose of the Job	<p>The Membership Secretary is a new position, born out of a split Business Manager / Membership Secretary role previously held by one person. The aim of this role is to bring a renewed vigour and purpose to the Society's membership offer.</p> <p>The Membership Secretary will lead on all membership communications and will hold ultimate responsibility for membership engagement, renewals and the onboarding of new members. The role will also have ultimate responsibility for growing the number of Society members.</p> <p>Working alongside senior management and staff across marketing, operations, finance and at each of the Society's heritage properties, the new Membership Secretary will be responsible for ensuring the Society is offering a leading, competitively priced and appealing membership offer, and that it is adhering to its membership deliverables.</p>

Outline Accountabilities and Responsibilities:

- Managing all email communication with members, and working with marketing on the drafting and sharing of regular membership updates
- Managing the membership database stored on our online system, complying with GDPR
- Overseeing the renewal process for new members, including the posting out of all relevant hard copy material

- Responsible for ensuring the membership renewals process is as automated as possible, managing direct debit forms and legal compliance of such. Managing the monthly and annual renewals processes.
- Attending several members events throughout the year
- Evaluating our membership offer and to present innovative ways of continually improving and providing more value
- Working with finance on the reporting of all membership income and membership numbers (monthly)
- Work with finance on the receipt of occasional financial gifts received from members, and ensuring prompt 'thank you' communications
- Invoicing all institutional members
- Overseeing applications, and communication with applicants, for the bi-annual Sally Christian Fund
- Managing the SAC Volumes, working with its editor to ensure prompt and financially responsible publication
- Managing internal stakeholders to ensure membership duties are being fulfilled by the Society
- Working with the Head of Commercial Operations to ensure members are aware of volunteering positions and proactively promoting such positions
- Work with the Curatorial team and Library Volunteers to ensure Lewes Library is well run

In addition, the job holder has a responsibility to undertake any duties that might be reasonably expected by the Chief Executive Officer.

Key Tasks	Approximate % of time allocation
• Manage ongoing member sign ups process (ideally less once automated)	25%
• Manage ongoing communication with members	25%
• Providing financial reports on membership	15%
• Ensuring the Society's adherence to membership promises & enhancing membership offer	15%
• Managing membership database	5%
• Assisting on volunteer recruitment and management	5%
• Working on SAC Volumes	5%
• Overseeing Sally Christian Fund applications	2.5%
• Event attendance & other responsibilities	2.5%

Person Specification

Job Title: Membership Secretary

Criteria	Competency	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Good academic qualification, preferably to degree level in relevant subject 	X	
Knowledge & Experience	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Experience within a membership organisation, ideally one within a museum, heritage, and / or tourism environment • Database management experience • Strong organisational skills and ability to multitask, work under pressure and prioritise • Working knowledge of either Access Gamma (or other online ticketing portal) • Budget management experience • An interest in history / heritage 	x x x x	x x
Key abilities and skills	<ul style="list-style-type: none"> • Adaptable in approach • Ability to use variety of computer programmes e.g: MS Word, Excel, PowerPoint • Strong interpersonal skills • Experience of working with volunteers. • Ability to research using a variety of methods. • Project management skills 	x x x	x x x

Personal attributes and behaviours	<ul style="list-style-type: none"> • Reliable and able to work unsupervised. • Self-motivated and proactive attitude. • Trustworthy • Impeccable ambassador for the site and the Society. • Team player • Willingness to work occasional weekends or evenings 	x x x x x x	
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