

## The Sussex Archaeological Society

### Job Description – Membership Officer



#### Introduction

Can you help us engage with our existing members and potential members, be their main point of contact and communicate our message in an engaging, appealing and informative manner?

We are looking for a creative and articulate individual with a keen eye for detail, to manage the day-to-day functions of our membership scheme at Sussex Past – the trading name of The Sussex Archaeological Society.

We are at a pivotal moment in our story. This is an exciting temporary opportunity (while the substantive postholder is on maternity leave) to contribute to the development of the Society, aid in securing its future and ensuring generations to come can continue to enjoy the incredible collections and amazing sites.

Job Title	Membership Officer
Location	Based at Barbican House in Lewes (hybrid working is available). Occasional travel may be necessary
Contract type	Temporary Maternity Cover for up to 9 months
Reports to	Marketing and Sales Manager
Line reports	None
Hours	21 hrs a week – part-time
Salary	£23,493 Full Time equivalent (£13,334 actual salary per annum)
Main Purpose of the Job	<p>The Membership Officer is the key contact in the organisation for membership enquiries, related communications and administration.</p> <p>Always acting in accordance with the organisation's values, the role's main responsibilities include but are not limited to:</p> <ul style="list-style-type: none"><li>• Monitoring a membership inbox and responding to membership related enquiries</li><li>• Creating new and updating existing membership records on the Access Gamma database, ensuring data is accurate and correctly managed</li><li>• Ensuring timely communication with members, particularly in relation to membership renewal and the collection of Direct Debits</li><li>• Assisting with organising and facilitating member events – online talks, in-person activities</li><li>• Contributing to strategy to drive membership sales and to develop the members scheme</li></ul>

#### Key Tasks and Responsibilities

##### Communication:

- Ensure membership records are accurate, up to date, and correctly managed.
- Provide accurate and timely reports in relation to membership, related activity and income.
- In conjunction with colleagues ensure regular and relevant communication with the members via newsletter, email or social posts.
- Assist with member-related events and activities including the annual conference and AGM.
- Coordinate the distribution of the annual journal, Sussex Archaeological Collections, with the General Editor.

**Finance:**

- In conjunction with colleagues lead on accurate updating and reporting of financial data related to the members scheme.
- Ensure renewal reminders are sent in a timely fashion.
- Complete the administration related to direct debit payments.
- Oversee the invoicing of Institutions who subscribe to our journal
- Working with colleagues, devise and implement innovative ways to broaden appeal of the members scheme and increase membership.

**Other:**

- Regularly evaluate and share feedback relating to membership.
- Assist with collecting and analysing data to contribute to grant applications and sponsorship opportunities as required.
- Undertake training as necessary and attend staff meetings as requested.
- Willingness for travel to and work at other SussexPast sites as required.

This job description sets out the accountabilities of the post which may vary from time to time without changing the general character of the accountabilities or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading or pay of the post.

**Person Specification**

**Job Title: Membership officer**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Accuracy and an eye for detail</li> <li>• Excellent written and verbal communication skills</li> <li>• Excellent knowledge and experience of using Microsoft systems/packages</li> <li>• Knowledge of database/CRM system management</li> <li>• Excellent interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Access Gamma or similar software</li> <li>• Experience of administering a members scheme or similar</li> <li>• Proven experience of delivering growth in a loyalty/members scheme</li> <li>• Demonstrable interest in history/heritage</li> </ul>

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