

Job Description

Membership Officer

Location: 37 Spital Square, London E1
(with some homeworking by agreement)

Hours: 0.5 FTE (Ideally, 5 half days per week)

Term: Permanent

Salary: £30,000 pro-rata

Closing date: Wednesday 4 December, 9.00am

Interviews: Thursday 12 December, London

The Society for the Protection of Ancient Buildings
www.spab.org.uk | [@spab1877](https://twitter.com/spab1877)

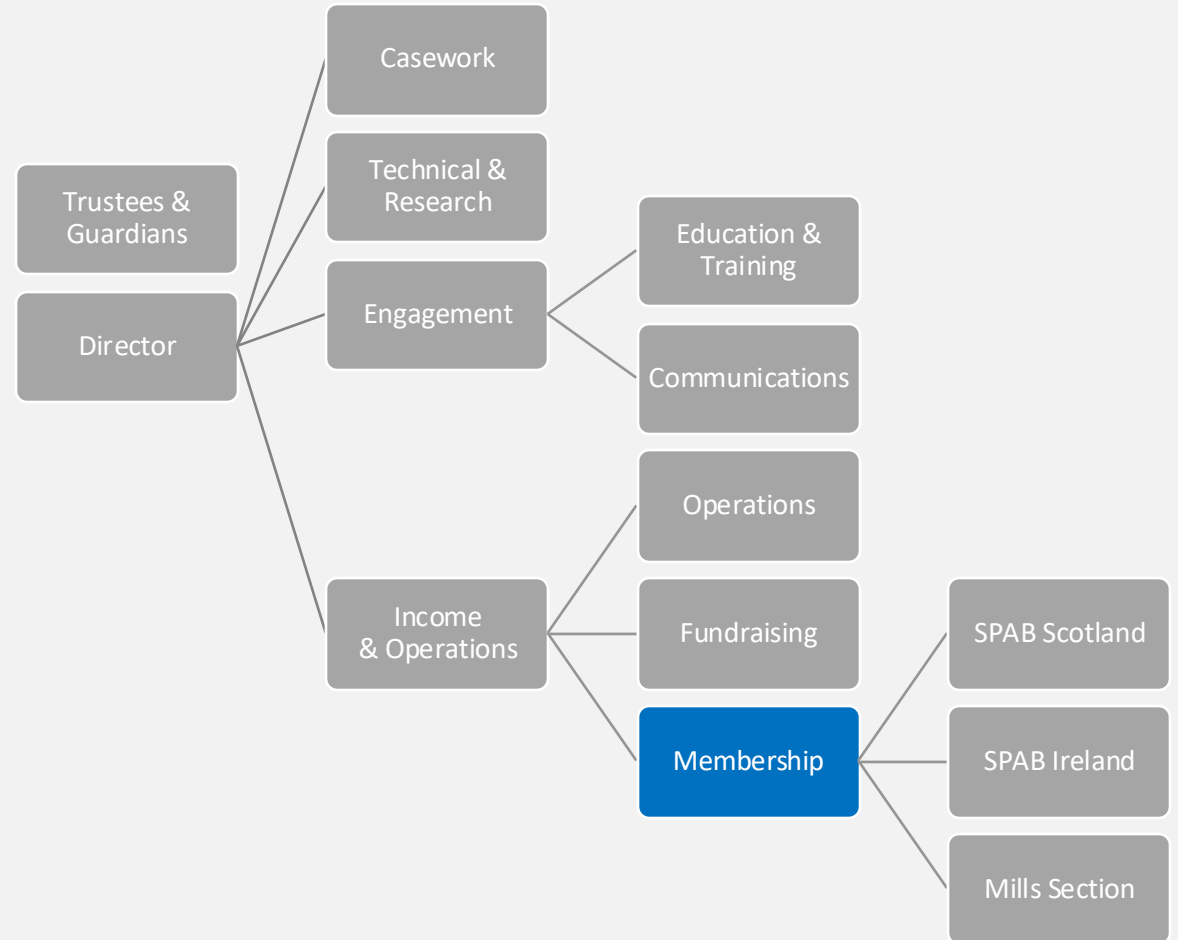
About Us

The Society for the Protection of Ancient Buildings (SPAB) gives old buildings a future.

We help people to look after old buildings, making them fit for the future while keeping their historic character. We do this through casework, technical research and advice, education and training, awards, outreach and events across the UK and Ireland.

Our work is underpinned by a conservation philosophy that encourages people to preserve historic fabric. *The SPAB Approach* provides a well-tested basis for practical decision-making in building conservation. We also encourage excellence in new design to enrich and complement the built historic environment.

Founded in 1877 by William Morris and his fellow campaigners, the SPAB continues to advocate for old buildings almost 150 years later.



About the Role

Join the SPAB Membership Team

The SPAB is first and foremost a membership organisation, with a wide network of regional groups, national branches, and a specialist section.

With over 6,000 members across the UK, Ireland and beyond, our membership programme helps us engage and mobilise audiences who support our mission, vision and our approach to building conservation.

Membership Officer

You will play a central role in the delivery of SPAB's membership offer, ensuring a high-quality experience for current and prospective members.

As Membership Officer you will handle routine member queries, process new memberships, and manage our membership database. You will use your analytical skills to maintain our membership statistics and make recommendations based on the data to ensure our strategies are working as effectively as they can for SPAB and our members.



What You'll Do

Member Relations

- Be a friendly and supportive point of contact for members, answering calls to the membership line, managing the SPAB membership inbox, and ensuring all queries are responded to promptly.
- Support the Senior Membership Manager in the development, planning and execution of member recruitment and retention campaigns, based in part on insights from your analysis of the membership statistics.
- To assist in the development of communications for members, including newsletters and routine promotional materials.

Membership Administration

- To take responsibility for the maintenance of member records in SPAB's member database (CiviCRM).
- To process membership renewals by cheque and credit card; to oversee the smooth operation of SPAB's Direct Debit system (GoCardless).

- To take responsibility for SPAB's postal correspondence; preparing and sending renewal letters, lapsed notifications and other routine correspondence to members without email addresses.
- To liaise with SPAB's mailing fulfilment providers to oversee the dispatch of regular mailings to members.
- To take minutes at key meetings, and support meeting administration by preparing and circulating agendas and calendar invites in advance.

Insights and Analysis

- To maintain statistical records related to SPAB's membership trends, using SPAB's CRM (CiviCRM).
- To prepare monthly statistical reports for the Senior Membership Manager detailing trends and providing insights and analysis to improve member recruitment and retention.
- To work with SPAB's Communications Team to monitor and expand SPAB's addressable audience and repository of 'hot leads' for engagement and membership sales overtures.

What You'll Do

Events Support

- To attend trade shows, events, and conferences to promote SPAB, our work and SPAB membership.
- To attend SPAB membership events where possible to build rapport with members and strengthen interpersonal links between members and the SPAB office.
- Provide occasional support for other SPAB events where needed.

General

- Support the Senior Membership Manager in the delivery of the Membership Growth Strategy.
Support front-line communications at SPAB; acting as key secondary contact for the SPAB general phone line and info@ inbox; providing core Reception cover where the Office Manager is away or on leave.
- Network with similar post-holders in other organisations, maintaining a personal awareness of emerging and best-practice approaches to membership administration.
- Maintain an awareness of the built heritage sector.
- Undertake any other duties as assigned to support the wider goals of the membership team, as assigned by the Senior Membership Manager.

	Salary: £30,000 pro rata + 5% employer's pension contribution
	Hours: 25 hours per week, ideally over 5 half-days
	Term: Permanent
	Location: Spitalfields, London, E1, with homeworking available
	Reports to: Dr Michael Nelles Senior Membership Manager
	Team: Membership (Income and Operations Department)

Equal Opportunities

We particularly welcome applications from people with backgrounds underrepresented in building conservation.

Anything we can do to make this role or application process more accessible for you? Please email michael.nelles@spab.org.uk

About You

Essential Criteria

- Experience working in a membership or subscription environment
- Experience in data entry and maintaining accurate records; working with databases or CRM systems, particularly in a membership environment
- Experience in data analysis, reporting and visualisation
- Experience handling customer enquiries and providing excellent customer service to a high standard
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Excellent written and verbal communication skills, with the ability to build rapport with diverse stakeholders
- Strong organisational and administrative skills, with the ability to effectively prioritise and manage multiple tasks and deadlines successfully
- Analytical skills in the processing of statistical data to draw out conclusions

- Problem solving skills, with a resourceful approach
- An enthusiasm for heritage and historic buildings

Desirable Criteria

- Experience working with volunteers
- Customer-facing experience, ideally in a heritage setting
- Understanding of membership recruitment, retention and engagement strategies
- Experience working with large datasets in a membership, subscription or CRM environment
- Experience working with marketing analytics and member engagement strategies
- Awareness of data protection regulations (UK GDPR) and their application to managing member data
- Ability to translate data into actionable insights for non-technical stakeholders

What We Offer

- A supportive and collaborative work environment, where you can develop your skills and make the most of your talents
- 20 days' annual leave per annum (rising to 21 days from January 2025), plus a generous Christmas closure period and UK bank holidays.
- A contributory pension scheme through the Pensions Trust, with a contribution of 5% of gross salary for those that opt in.
- A flexible working policy, whereby you can work the hours that suit you from a location that suits you, as agreed with your line manager.
- Involvement in and attendance at SPAB events, including Working Parties, and wider heritage sector events.

Get in Touch

Any questions about the role before you apply? Please email Michael Nelles, Senior Membership Manager, at michael.nelles@spab.org.uk

Need any adjustments in order to apply or attend an interview? Please email michael.nelles@spab.org.uk



How to Apply



Send a cover letter and CV (max 2 pages each) detailing how you fit the specification for the role

Send your application to recruitment@spab.org.uk by **9.00am on Wednesday, 4 December**

Interviews will be held on **Thursday 12 December**, London at 37 Spital Square, London E1 6DY