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**JOB DESCRIPTION**

**Membership and Services Administrator**

**1. Who is Making Music?**

Making Music is the UK association for leisure-time music groups, representing over 4,000 members made up of around 220,000 musicians of all types, genres and abilities.

Making Music supports, connects, champions and celebrates groups of people making and presenting music in their communities. We offer our members practical services, artistic and networking opportunities and speak on their behalf to policy makers and others. Our aim is for music groups to make the most of Making Music as their home and ally.

Our vision is that everyone has

The 5 aims of our new 5-year plan from 2023 are to:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1- Music groups make the most of MM as their home and ally** | **2- Music groups are more sustainable** | **3- Music groups are connected** | **4- Leisure-time music is recognised and valued** | **5- MM is sustainable** |

Our new values are:

* *We* ***believe in*** *the value of leisure-time music groups*
* *We are facilitators: we* ***empower***
* *We are* ***respectful*** *of everyone we connect with*
* *We* ***listen****, we care, we are always learning*
* *We are* ***transparent*** *and value the trust we earn*
* *We share and* ***collaborate*** *generously*
* *We* ***do what we say*** *we’re going to do*

The key priorities of our new 5-year plan from 2023 are to:

1. Make our groups more sustainable, resilient, adaptable and skilled
2. Connect our members so they are visible, networked in their communities and learning from each other, using Making Music as their hub
3. Ensure leisure-time music is recognised and valued by campaigning and celebrating the benefits our groups bring to their communities, collecting evidence to support our advocacy.

Making Music is the trading name of the National Federation of Music Societies (registered charity number 249219) and has one wholly owned trading subsidiary company.

**2.** **Our values**

* *We* ***believe in*** *the value of leisure-time music groups*
* *We are facilitators: we* ***empower***
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**3. What are the details of this job?**

Hours: This role is offered as one full-time position 37.5 hours a week. Occasionally you might need to work additional hours, for which time off in lieu will be given.

Location: Our office is at 8 Holyrood Street, London, SE1 2EL (close to London Bridge station). Hybrid office/home working is possible.

Please note: We will be moving offices soon to Moorgate (EC2Y 5AU)

Salary: £ 28,431.00 annual

Line managers: Lily Funnell, Membership & Services manager.

Making Music takes action to ensure equality of opportunity. We encourage you to talk to us about any reasonable adjustments we could make that would open up this opportunity for you.

**4. What does this job do?**

The Membership and Services Administrator is a key role in the Membership and Services Team and wider organisation. You are the first point of contact for member queries and will be working closely with the four other members of the Membership and Services team (another administrator, the Making Music Platform Support Officer, the Membership and Services Assistant Manager and the Membership and Services Manager).

The role has three main purposes:

* To deliver excellent membership service, answering queries over the phone and by email,
* To provide efficient membership administration (e.g. processing applications, updating contact details)
* To deliver our charity registration service to members

**5. More detail on the job responsibilities**

Having a good understanding of our membership structure and the services we offer is an important part of the role. As is having good knowledge of the wide range of subjects our members frequently ask us about. These include charity governance, copyright and Gift Aid. **Full training on all the above is provided and no prior knowledge is expected.**

**Duties include:**

* First point of contact for Members (inbound telephone / email queries)
* Responding, resolving or escalating a wide range of queries, including liaising with internal departments
* Membership administration: distribution of welcome packs, process applications, renewals, data changes etc.
* Sending out monthly AGM emails to encourage members to update their groups details
* Engage with potential new members and convert enquires into members.
* Membership database: creating, maintaining and updating records
* Deliver our Charity registration service to agreed standards. Including: collecting information from members and compiling a charity registration application on their behalf. Tracking delivery status in our CRM system.
* Any other duties in relation to membership as agreed from time to time with the line manager

**6. What kind of person are we looking for?**

**Essential skills and experience:**

* Able to communicate confidently and clearly, via telephone and email in particular.
* Able to learn and retain knowledge on a wide range of topics.
* Strong customer service skills.
* Microsoft Office and keyboard skills.
* Strong attention to detail.
* Able to complete routine tasks efficiently and methodically.
* Able to prioritise workload.
* Able to work as part of a small team and be flexible.