



Job Role: Membership Co-ordinator

Line Manager: Head of Visitor and Commercial Operations

Working Hours: 37.5

Full-Time Position Salary: £20,000

About Us

Painshill is a registered charity restoring and conserving the beautiful award-winning 158 acre 18th Century landscape created by Charles Hamilton. Using the landscape as his canvas Hamilton created a series of 'living paintings' of such beauty that American President John Adams, who visited the gardens in 1786, referred to Painshill as 'the most striking piece of art I have yet seen.'

Currently attracting over 100,000 visitors per year, Painshill has ambitious plans to drive fundraising income, visitor numbers, membership numbers and commercial activities over the coming years. This exciting new role has been created to help realise this vision.

To learn more about our work please visit: www.painshill.org.uk

Facebook / Twitter @painshill

Job Purpose:

Membership is vital to the financial sustainability of Painshill and this role is to oversee the administration and delivery of our membership scheme.

Within this role the post holder will be required to take an on-going role actively supporting and promoting to deliver growth in Painshill's membership scheme.

The applicant must be confident and self-motivated with the ability to work on their own or as part of a team.

The role involves working five days out of seven with weekend work as required to support the Duty management team and Painshill events.

Main Responsibilities and Tasks:

- Assist the Head of Visitor and Commercial Operations in the strategic planning and delivery of Painshill's Membership
- Maintain the membership database insuring details are up to date with current GDPR law
- Making sure new and renewal memberships are processed in a timely manner
- Insure membership's renewals are sent out in good time.
- Insure direct debit reminders are sent promptly
- Insuring on site sales are prioritised and delivered
- Assist with the duty management of Painshill as required
- Support the Head of Visitor and Commercial Operations with membership delivery
- Create and deliver gift membership promotions
- Working alongside the filming and events manager to design a member related events programme
- Being the face and voice of Painshill membership
- Working with the Head of Visitor and Commercial Operations with membership promotion
- Promote membership at Painshill on site on key busy dates
- Regularly deliver membership sales training to the FOH volunteer team
- Liaising with the Visitor Experience Manager in any changes or updates to the membership scheme
- Motivate and keep FOH volunteers up-to date in order to effect high sales targets
- Processing payments back of house when necessary
- Responsible for keeping track of any promotional stock, its distribution and placing orders to replenish
- Working alongside the Head of Visitor and Commercial Operations and Head of Fundraising to develop a corporate membership scheme
- Work with the Events Manager on a series of members events.

Skills and Personal Qualities:

- Possess great oral and written communication skills
- Passionate about people and customer service
- Ability to work under pressure
- Strong ability to multi task and prioritise

Qualifications and Experience

- Customer service experience
- Experience of data input
- Experience of working in a membership environment
- Experience of managing a complex database
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Due to the location of Painhsill, own transport is recommended.

Deadline is Friday 21st June

Interviews to take place Wednesday 26th June