

**JOB DESCRIPTION:                    MEMBERSHIP MANAGER**  
**RESPONSIBLE TO:                    Director of Philanthropy**

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**Cambridge Arts Theatre Trust is an independent theatrical charity. We exist to inspire and nurture a lifelong love of the performing arts and to secure the future of the Theatre for generations to come.**

There is nowhere quite like Cambridge Arts Theatre, a thriving venue in the heart of historic Cambridge, run by a team with a clear vision of what it takes to sustain and grow a major artistic institution.

#### **ROLE DEFINITION**

The Development Department is responsible for securing revenue and project income from funding sources including individuals, businesses, trusts and statutory organisations to support the Theatre and its work. In addition, the team is embarking on a multimillion-pound capital fundraising campaign to completely refurbish its auditorium and build a new 200-seat second space within the existing building.

The Membership Manager's key responsibilities are to increase income through our Supporters' Circle membership scheme, manage relationships and the delivery of benefits to our Corporate Partners, and provide exceptional technical, organisation and administration skills to support the work of the department. You will play a significant role in a small, dedicated team at an exciting time in the Theatre's history.

#### **KEY RESPONSIBILITIES**

##### **Fundraising**

- Transform the Supporters' Circle membership scheme by driving growth; increase member numbers and income, and aim to exceed annual targets
- Create and implement a strategy to promote membership across all communication channels, including print distribution, digital marketing, social media, face-to-face approaches, telesales and cultivation events
- Support the Head of Development in the recruitment and retention of Corporate Partners
- Develop and maintain good relationships with supporters and representatives from our Corporate Partner companies
- Manage the renewals process on a timely basis, following-up lapsed members and up-selling memberships where possible
- Manage the delivery of services and benefits to all members and donors to ensure the highest possible levels of engagement
- Ensure invoices and agreement letters are sent promptly and payment is received on schedule
- Be the point of contact for information and ticket bookings for all members and donors
- Work closely with the Head of Development to deliver a programme of events, including managing guestlists, liaising with caterers and managing cost sheets
- Support department staff with prospect research, preparation of briefing notes, stewardship of donors and other administrative support as required
- Develop in-depth knowledge of the Theatre's history, programme, successes and challenges, as well as its medium and long-term ambitions in order to inspire passion, commitment and a connection with Cambridge Arts Theatre
- Have a good knowledge of Gift Aid and tax-efficient giving and ensure compliance with HMRC regulations; manage the collection of Gift Aid declarations and submit the annual claim
- Ensure all prospect development activities comply with the General Data Protection Regulations (GDPR), Fundraising Regulator's Code of Fundraising Practice and other regulatory bodies

### **Database & Reporting** (*the Theatre's database is Tessitura*)

- Undertake Tessitura training to an advanced level and act as the department's 'Super-User'
- Meticulously track and report on all activity, maintaining accurate records on the database
- Improve and update the department's database processes and procedures, share knowledge and train other team members as necessary
- Review and update training guides regularly
- Reconcile monthly income with finance systems

### **The following responsibilities apply to all staff:**

- Participate actively in the life of the Theatre
- Regularly attend Arts Theatre productions including press nights and other special events
- Attend meetings and events as required, including some evening events
- Work on other projects and activities as required and play an active role in achieving the aims and targets of the organisation
- Carry out administrative work generated by the above activities
- Have a flexible approach to working hours
- Maintain a clean and tidy working environment
- Be presentable, well-organised and have good timekeeping
- Comply with Cambridge Arts Theatre's Equal Opportunities, Health and Safety and other policies at all times

*The list of responsibilities is not exhaustive, the work will be broad and varied and you may be required to perform duties outside of this list as operationally required and at the direction of the Line Manager.*

### **PERSON SPECIFICATION**

#### **Essential**

- Demonstrable experience in a similar role
- Excellent relationship building skills and an ability to interact with people at the highest levels in a professional and appropriate manner
- Excellent negotiation and persuasion skills
- Good understanding of philanthropic motivations
- Smartly-presented, friendly and approachable, and a persuasive, confident and articulate communicator
- Strong IT literacy and experience of working with a CRM database
- Strong literacy and numeracy skills
- Experience of working within a target driven environment
- Self-motivated, team-player with a positive outlook, able to work independently and meet deadlines
- Excellent organisational skills, attention to detail and good record keeper
- Active interest in arts/charity fundraising with personal enthusiasm and drive
- Interest in and commitment to the work of Cambridge Arts Theatre, combined with a strong interest in theatre and/or the arts in general

#### **Desirable**

- Experience of managing a membership scheme
- Experience in fundraising
- Experience of working with Tessitura
- Experience of working in an arts or cultural charity
- A passion for theatre

## TERMS AND CONDITIONS

<b>Salary:</b>	£30k-£35k depending on experience, pro rata
<b>Hours of Work:</b>	Full-time, 5 days a week. Some evening work required
<b>Holiday entitlement:</b>	25 days for full time staff
<b>Probationary Period:</b>	3 months
<b>Notice Period:</b>	Following the completion of a successful probationary period, the notice period is 1 month
<b>Pension:</b>	An auto-enrolment pension with Standard Life; employers contribution 3%

## HOW TO APPLY

### Application

Cambridge Arts Theatre's aim is to ensure everyone is welcome as they enter our doors and this extends, of course, to our employees. We welcome applications from every section of the community and are proud to be an inclusive employer.

Please let us know if there are any reasonable adjustments we can make to help you in your application or with our recruitment process.

To apply for this position, please e-mail a CV, detailing your full employment history, academic and professional qualifications and a covering letter of no more than 400 words that outlines your interest and suitability for the role to:

**Hannah Cosh, Director of Philanthropy: [hcosh@cambridgeartstheatre.com](mailto:hcosh@cambridgeartstheatre.com)**

**The deadline for all applications is Tuesday 28 May, 10am**

### Get in touch

If you have any questions about your suitability for the job, the working hours or just want to find out more about the job and working at Cambridge Arts Theatre please get in touch, we'd love to hear from you!

**Hannah Cosh, Director of Philanthropy: [hcosh@cambridgeartstheatre.com](mailto:hcosh@cambridgeartstheatre.com)**

We look forward to receiving your application and thank you for your interest in the work of The Cambridge Arts Theatre Trust.

*The Cambridge Arts Theatre Trust is a registered charity. No. 1069912*