

Membership Secretary - Music Managers Forum – Job Description



Reporting to General Manager

Location: Gaunt Street SE1

Contract: Permanent

Hours: Full-Time (10am-6pm Monday - Friday)

Salary: London Living Wage c. £20k per annum

Job Summary

To promote recognition, respect and understanding of the role of the music manager. To ensure the smooth-running of the MMF office, servicing its 700-strong membership. To use your experience to aid decision making at the MMF.

Team Support/Administration

- Organisation of office space, ordering supplies, posting, phone calls, voicemail.
- Booking accommodation, travel and transport and collating expenses.
- Minute taking, collating contacts, reporting on sales & membership updates.
- Creation of presentations, handouts and member resources.
- On site front of house events assistance.
- Assist Industry Relation & Event Manager, General Manager and Chief Executive generally.

Membership Recruitment & Retention

- Manage and develop the CRM system and regular communications in particular, weekly members newsletter.
- Demonstrate music industry knowledge and the ability to write engaging material promoting MMF campaigns and activities.
- Provide member services including creating new resources and managing the helpline.
- Assisting the MMF to build relationships with Artist Managers both within and outside the MMF membership, growing the community and converting non-members to members.

Social media management

- Creating content, scheduling, writing copy, creating news articles, capturing leads from social media.
- Growth of Twitter, Facebook, Instagram platforms.
- Event promotion through social campaigns.

Website Management

- Sourcing images and photo editing including sizing images for web, newsletters and web pages (preferably with experience using Photoshop).
- Upload articles and maintaining up to date information.
- Good knowledge of Wordpress, Mailchimp, Stripe, CRM management, Google Analytics.
- Ability and willingness to learn how technical membership systems work (training will be provided).
- Continuously develop members area, resources and services.
- Report on web traffic, visitors & behaviors.
- Payment gateway administration including: managing subscriptions and recurring billing, use of trial periods, coupons and conversions, payments, invoices, refunds, dealing with registration issues, company memberships.
- Be able to troubleshoot general issues with website and membership system.