

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. £21k per annum

The aim of the MMF is to promote recognition, respect and understanding of the role of the music manager. The membership secretary ensures the smooth-running of the MMF office, servicing its 1200-strong membership and brings their experience to aid decision-making in the core team. The job would suit someone with a keen interest in the music industry, strong motivation and organisational skills and is a great entry level role.

Please apply by sending your CV and a cover letter by the 27th of October to Lovisa@themmf.net explaining why you're applying for the role and how you meet the job description below. Applications without a cover letter will not be considered.

Job Summary

Team Support/Administration

- 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.
- Work with any temporary assistants/interns to help them develop skills and experience.
- Organisation of office space, ordering supplies, posting, phone calls, voicemail.
- Booking accommodation, travel and transport and collating expenses.

Membership Recruitment & Retention

- Manage and develop the CRM (customer relationship management) system and regular communications in particular, weekly members newsletter.
- Handling the annual management company renewals and invoicing ensuring these are up to date and seeking out new management company members.
- Demonstrate music industry knowledge and the ability to write engaging material promoting MMF campaigns and activities.
- Provide member services including creating new resources and provide advice to managers.
- Assisting the MMF to build relationships with Music Managers both within and outside the MMF membership, growing the community and converting non-members to members.
- Leading and administering all members' training sessions.
- Leading the MMF Educational Associate programme, liaising with partners, securing speakers for masterclasses and delivering presentations.

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 or Canva).
- Use of Wordpress, Mailchimp, Stripe, CRM management, Google Analytics will be integral to this role. Previous experience with some of these is highly encouraged.
- Ability and willingness to learn how technical membership systems work (training will be provided).
- Continuously develop members' online area, resources and services.
- 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 the website and membership system.