

Job Title:	Membership Development Executive
Reporting to:	Membership Community Manager
Hours:	Flexible working is in place between the hours of 08:00 – 19:00 Work outside these hours may be required in certain circumstances Core working hours are 10:00 until 16:00, Monday to Friday
Contract:	Full-time (35 hours per week)
Salary:	£23,000 PA
Location:	The offices of The House of St Barnabas, 1 Greek Street, W1D 4NQ
Start date:	Immediate

“Enter The House of St Barnabas - A public-minded private members’ club in London is demolishing stereotypes” – Dazed and Confused

The House of St Barnabas (HoSB) is a charity pledging to break the cycle of homelessness. We run a not-for-profit private members’ club in our Grade I listed home on Soho Square to help London’s homeless back into lasting paid work. We are seeking to re-define the notion of a private members’ club, challenging stereotypes around ideas of exclusivity and creating a community united by a passion for social change.

Academy participants and graduates are at the heart of all we do. The journey for trainees starts with a 12-week Employment Programme offering onsite work experience and training throughout the club and charity offices, and continues with 12 months of mentoring and ongoing support from our Academy team.

When our programme is in progress, participants will be on work experience throughout the House; in the club spaces and in our offices. The HoSB team act as professional buddies to those in office-based roles, working closely with them to provide skills training and to set a positive example of ways of working. This one to one support throughout the programme gives the participant a nurturing environment to learn and flourish.

We are looking for a special individual to join us who is excited to play a part in people’s journey towards lasting paid employment and independence.

Job description

As part of the membership team you will work at the heart of our social business, our not-for-profit members club. You will be responsible for planning and executing a membership acquisition strategy to increase membership applications - in line with agreed targets - and growing our membership base through targeted marketing activity. You will research opportunities for membership offers, and work with our marketing and communications team to make sure these are appropriate and well-placed. You will also be in charge of our corporate membership pipeline, and budget. You will assist the Membership Community

Manager to plan and host events at the club as part of our members' programming. You will also assist with phone and email enquiries from members and membership administration as needed.

Areas of responsibility

- Giving tours of the club and meeting with prospective members
- Working with the Membership Administration Executive to ensure that all applications are processed in a timely and accurate manner
- Assisting the Membership Administration Executive on an as-needed basis with the maintenance of the membership database and ensuring that all membership invoices are generated and promptly sent
- Working with our finance team to identify and collect outstanding corporate membership invoices
- Supporting the team in answering a range of day to day phone and email enquiries from members
- Assisting the Membership Community Manager in curating and managing our membership event programme - this will include hosting and attending events during the day and evening
- Establishing and maintaining effective working relationships with other teams and senior stakeholders
- Implementing our acquisition strategy for individual and corporate membership to ensure we reach our revenue targets, including temporary access campaigns and membership offers
- Identifying potential target groups for membership promotion
- Working with the Membership Community Manager to review and suggest enhancements to current acquisition strategies
- Working with the reception team to ensure they have the tools and information necessary to communicate our membership offer and convert guests / event attendees to membership applications
- Working with the communications team to ensure delivery of the agreed membership acquisition marketing strategy
- Being a professional "buddy" to an HoSB participant

Personal specification

- Interest in social enterprise/ the charity sector
- A desire to work within a social enterprise and an understanding of what this means
- Highly organised and pro-active
- Excellent timekeeping and time management skills
- A strong multi-tasker, able to take on a wide range of activities
- Approachable and friendly
- Confident and polite telephone manner
- Excellent customer service
- Strong written and oral communication skills
- Able to work autonomously when required
- Excellent attention to detail

Experience

Essential

- Experience of growing a membership base
- Experience of working in a sales environment, in line with specific targets
- Experience running events
- Excellent grasp of Windows packages, particularly Microsoft Excel and Word

Desirable

- Experience of using a CRM database
- Experience in hospitality

How to apply

Please send a covering letter outlining why you would be suitable for this role together with your most recent CV to jobs@hosb.org.uk

As part of your application, you should also complete the following diversity and equality monitoring form: <https://www.surveymonkey.co.uk/r/NLJW9L5>

Closing date: Sunday 15th July 23:00

Interview to take place on: Monday 23rd July 2018

Please note: Due to the high level of interest in our organisation, we are unfortunately only able to acknowledge the individual applicants invited to interview.

You can take a look at how we use your personal data here: <https://hosb.org.uk/privacy-policy/>