



JOB DESCRIPTION	
Job title	Membership Development Manager, Consumer Credit
Job description last updated	November 2024
Reporting to	Head of Programme Development, Consumer Credit
Direct reports	N/A
Division/department	Consumer Credit
Other key relationships	<ul style="list-style-type: none">• Business and Social Impact Data Manager• Marketing & Communications Team
Starting Salary	£30,000 per annum, plus benefits
Hours	Full time (35 hours per week)
Location	Hybrid (minimum 2 days per week at the company's offices in Central London)

Purpose of role:

The Membership Development Manager performs a key role within the team, with responsibility for core administrative duties as well as effective relationship management with existing, new and prospective members of our two consumer credit schemes (Own Art and Take it away).

Reporting to the Head of Programme Development, the post holder will be required to work collaboratively with colleagues in Marketing & Communications, as well as Finance & Operations, in order to ensure the effective management and development of our member networks across the UK. This role requires high levels of confidence and competence in both written and verbal communications, for the purposes of lead generation, relationship management, training and support.

Key Administrative Tasks

- To manage the end-to-end process for processing applications for membership to our Consumer Credit Schemes (Own Art and Take it away).
- To ensure a high level of customer satisfaction through the timely and appropriate response to membership enquiries received via email, telephone and social media
- To ensure that the assessment of membership applications is managed as efficiently as possible, consistent with our published criteria and in line with the requirements of our scheme Credit Partners.
- To ensure that new and existing members have access to the training and information they require for the effective management and delivery of the schemes within their own businesses, and as part of a national network.

- To maintain accurate and up to date client information and data on our business systems.
- To support the annual membership renewals process, in close collaboration with colleagues across the organization.

Key Relationship Management and Development Tasks

- To take an active role in developing the quality and diversity of our membership schemes through advocacy and engagement with existing and prospective member retailers and galleries across the UK.
- To be responsible for the development and continual improvement of a range of training materials designed to support members to understand the social and economic purpose of our publicly funded schemes, as well as the requirements for effective and compliant management and delivery of the service to their customers.
- To work closely with the Head of Programme Development on strategic campaigns to support the growth, impact and diversity of the schemes through effective relationship management.
- To encourage lower-engaged members to become active contributors to the scheme through effective relationship management and support
- To take a proactive approach to attracting new membership enquiries and applications through direct emails and telephone calls
- To contribute to the development of new business opportunities to drive up economic contribution of the consumer credit programmes
- To assist in the planning and delivery of promotional events and other initiatives designed to raise awareness of the schemes in areas of low engagement

Main responsibilities:

- Processing all applications for membership from galleries and music retailers received through the scheme websites
- Coordinating and conducting assessments to evaluate applicants suitability for membership of either of the consumer credit schemes
- Maintaining the Customer Relationship Management system to record all applications received and to ensure that existing business records are up to date and accurate
- Liaising with our credit providers to provide training to new members of the schemes
- Supporting the Head of Programme Development in the day-to-day management of the programmes, including membership renewals
- Liaising with and support the Marketing & Communications Managers in effectively promoting the programmes

Other responsibilities

- To comply with all company policies and procedures including those relating to the secure collection, management and use of personal data
- To regularly attend and contribute positively to team meetings, as and when required
- To undertake any other tasks that might reasonably be required to support the effective management, growth and development of the business as a whole.

Competencies Required	Essential	Desirable
Skills and experience	<ul style="list-style-type: none"> • At least 2 years' experience in a similar administrative role • Excellent relationship management skills, including confidence with both written and verbal communications • Ability to present complex information to diverse audiences in a clear and engaging way • Strong organisation and time management skills • Use of a range of standard IT packages (Microsoft Office) 	<ul style="list-style-type: none"> • An understanding of Consumer Credit and how it is used by customers and businesses • Ability to design clear and visually engaging training materials using digital design tools such as Canva and Powerpoint • Familiar with customer relationship management software systems and processes • Experience of working in or with organisations that are involved in the arts, cultural or creative industries.
Behavioural characteristics	<ul style="list-style-type: none"> • High level of self-motivation, and the ability to work independently if required 	

	<ul style="list-style-type: none"> • Able to work collaboratively with colleagues across the organisation, • High level of attention to detail and with an aptitude for critical thinking. • Willingness to travel and to undertake occasional evening and weekend hours required (for which time off in lieu may be taken). 	
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Organisation Values:

At Creative United, we believe in the transformative power of the arts. Our mission is to support access and inclusion in the arts and creative industries, empowering artists and organisations to thrive.

Creative United looks to all its team members demonstrate how they uphold the organisations values in their work. Creative United’s values are:

Integrity

- All members of the team carry out their responsibilities in an open, honest and transparent way and also expect other members of to uphold this value in their dealings with each other.

Creativity

- We think creatively as a team and to create an environment where individuals have confidence to put new ideas forward to address challenges and move the business forward.

Entrepreneurial Thinking

- We are a dynamic, evolving organisation that works both within not-for-profit and commercial sectors and our workforce reflects this in their drive to bring new products and services to market that deliver both social and financial returns.

**Inclusivity**

- We believe that everyone should have the ability to engage with arts and creativity. Our team is therefore approachable, accommodating and understanding of the needs and circumstances of others and treat all customers, colleagues and stakeholders with respect.

Innovation

- The organisation does not stand still and neither do our team. Everyone at Creative United is always on the look for new ways of working and opportunities to make what we do bigger and better.

Accountability

- Everyone at Creative United has ownership over what they do and is accountable for both the successes and learning opportunities from their work. We also expect that everyone will celebrate and support the achievements of their colleagues.

Equal Opportunities:

Creative United is committed to fostering diversity and inclusion. We encourage applicants from all backgrounds to apply and are happy to discuss any accessibility requirements you may have prior to making an application for this role.

To discuss your needs, please email recruitment@creativeunited.org.uk or phone 020 7759 1115 to speak to the Chief Executive.