

HEAD OF MEMBERSHIP & AUTHOR COMMUNITIES

ROLE DESCRIPTION

July 2024



Reports to: Chief Operating Officer

Line reports: [2] Senior Membership Manager and Local Groups Manager.

Job Type: Permanent

Location: London

Basic hours per week: Full-time, hybrid, 35 hours per week (or 80%, 28 hours per week)

Salary: £40K (or £32,000 pro rata)

This role will lead the SoA's newly merged Membership and Author Communities team, providing strategic direction and support and delivering results based on agreed priorities. Working in partnership with the Membership Manager and Local Groups Manager, the Head of Membership and Author Communities will focus on developing and delivering strategies to increase member recruitment, retention and satisfaction.

KEY RESPONSIBILITIES

Management and Strategy

- Lead on the creation, development and delivery of innovative membership recruitment, retention and engagement strategies.
- Line manage and support the Membership and Author Communities team.
- Data Controller for the organisation.
- Work with the Chief Operating Officer and banking contacts over all financial processes relating to Membership payments, including Direct Debit origination and financial reporting to staff and Management Committee.
- Build strong relationships with all stakeholders to facilitate strong engagement and awareness about actively promoting the SoA membership offer.
- Working with the SoA's Outreach Lead, to engage with external organisations such as creative writing courses, institutions and writer development agencies to introduce them to the SoA membership offer.
- Work as part of staff working group to develop the organisation's internal information architecture.

Membership

Working in partnership with the Senior Membership Manager to:

- Review, update and manage membership processes to ensure member satisfaction.
- Promote a culture of customer service excellence.
- Implement and embed the new database.
- Proactively work with key stakeholders to identify, recommend and negotiate new member benefits, services and offers.
- Collaborate with the Comms team to develop membership marketing materials, and to update and distribute information to current members as well as prospective members.
- Present member value propositions to staff, Management Committee and other stakeholders.
- Report regularly to the Management Committee and staff.

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- Oversee staff training on the membership database and other membership tasks and processes.
- Attend events to promote membership of the SoA.

Author Communities

Following the review into Author Communities, the Head of Membership and Author Communities will:

- Implement the recommendations from the Author Communities Review, as agreed by the board [Management Committee].
- Coordinate meetings of group representatives to meet and discuss good practice and share successes.
- Update and develop clear guidance for group committee members and group coordinators to cover the role and responsibilities of committee chairs and committee members, of staff co-ordinators, the number of events per group with support of SoA staff, the frequency of comms with support of SoA staff.
- Implement a rolling training programme for committee members and group coordinators.
- Develop a central resource hub for committee members and group coordinators.
- In consultation with group committees, create a statement about the purpose of each group, and develop a twelve-month strategy for each group.
- In consultation with group committees, create roles for committee members that relate to their specific strategy.
- Provide induction and annual training and guidance to staff group co-ordinators about running a group.
- Report to the leadership team and board [Management Committee] on strategy updates for the SoA's Author Communities.

Local Groups

Working in partnership with the Local Groups Manager to:

- Oversee any issues in relation to the running of the SoA's local groups.
- Support the Local Groups with training for member-volunteers.
- Review and update existing guidance for volunteers and producing new resources as needed.
- Identify priority areas or gaps for establishing new groups and working towards setting up new groups.

Skills, Knowledge and personal competencies

To be successful in this role, the post holder will require:

- Good interpersonal skills, being friendly and approachable.
- Ability to communicate clearly in writing and verbally.
- Ability to plan and prioritise own workload.
- Ability to work on own initiatives to complete projects.
- Problem-solving skills
- Strong administrative and organisational skills with a keen attention to detail.

What we offer

As a progressive and ethical not-for-profit organisation, we offer a range of benefits to support your physical, mental and financial wellbeing. We're a London Living. Wage and Disability Confident – Committed. Benefits include:

- Competitive salary
- Cycle to work scheme
- Death in service benefit
- Employee assistance programme
- Flexible hybrid working practices

- Family-friendly, disability-confident inclusive culture
- Generous annual leave, including bank holidays
- Group pension plan
- Interest-free annual travel card loan
- Office closure over Christmas*
- Private healthcare

* The SoA gifts one additional day of leave over the Christmas break, with the remainder of leave taken from employees' leave allowance if they choose not to work over the Christmas break.

As an employer, we nurture a working environment in which staff can grow and develop. We recognise the value of flexibility in the way we work with a positive culture of hybrid working practices. We welcome questions and conversations at interview stage about how flexible working could work for you.

Diversity, equity and inclusion are at the core of our values, and we work to tackle structural discrimination and prejudice. Part of this commitment means that we are looking to increase diversity in our organisation at all levels. We strongly encourage applications from a broad range of social, cultural, educational and underrepresented backgrounds.

Apply

To apply, please send your CV, and a personal statement which demonstrates how your skills and experience will meet our requirements (max. 2 x A4 pages) to recruitment@societyofauthors.org.

Please also complete our Equality Monitoring Form which can be accessed via: <https://forms.office.com/e/k1dUbJbBwK?origin=lprLink>

If any part of the application process is not accessible to you, please let us know.
Closing date for applications: Monday 5th August 2024 at 9am.

Privacy Policy

By sending your CV in response to this advert, you are giving us consent to contact you to discuss your application as per our Privacy Policy. We endeavour to respond to all applications but if you do not hear from us within seven working days, please assume your application had been unsuccessful and your records will be deleted from our system. Read our [Privacy Policy](#).

The duties above outline the broad areas of responsibility of the role. The SoA reserves the right to vary these duties to suit the requirements of the business.