



AOI Membership Manager

Fixed-term maternity cover, expected to last up to 12 months

About the AOI

The Association of Illustrators is the UK's professional body for illustrators and a global leader in our field. For more than 50 years, we have championed illustration and helped illustrators build successful, sustainable creative careers through expert business advice, professional development, events and campaigning.

We are proud to support a community of more than 2,000 illustrators at every stage of their careers. As a small not-for-profit organisation with big ambitions, we are focused on growing our membership, making it more inclusive and accessible, and ensuring the AOI remains an indispensable source of support, inspiration and connection for illustrators.

About the role

The Membership team is at the heart of the AOI. It is where members come for advice, professional support and connection with the wider illustration community. We are looking for an experienced and enthusiastic Membership Manager to join us for fixed term maternity cover. You will lead a small, dedicated team, ensure members continue to receive an excellent service and take forward our three-year membership strategy.

This is a varied role combining leadership, planning and hands-on delivery. You will protect and grow membership income, oversee our events programme, support the team with member enquiries and develop new ways to make membership more welcoming and relevant to a wider range of illustrators.

Where possible, there will be a handover with the current postholder. You will also be supported by colleagues who share knowledge of the professional and business issues affecting illustrators.

What you will be doing

Leading the Membership team

You will lead and support a small, experienced team, ensuring priorities are clear and members receive a consistently high level of service.

You will:

- Lead, support and develop the Membership team through regular planning, one-to-ones and clear communication.

- Oversee the day-to-day work of the team, balancing immediate member needs with longer-term priorities.
- Create a positive and collaborative working environment.
- Work closely with the Membership Administrator, who is responsible for the membership database and day-to-day administration.
- Ensure membership reporting and processes support effective decision-making and excellent member service.
- Monitor renewals, retention, membership income and other key trends, reporting regularly to the CEO.
- Identify practical improvements to the experience members receive.

Growing and strengthening membership

You will play a central role in delivering the AOI's three-year membership strategy.

You will:

- Lead plans to grow membership and improve retention.
- Develop a membership offer that is increasingly accessible, inclusive and relevant to today's illustration community.
- Ensure the needs of illustrators at different stages of their careers are reflected in our services and communications.
- Use member feedback, enquiry trends and membership data to identify opportunities for improvement.
- Work with colleagues to communicate the value of AOI membership clearly and confidently.
- Develop campaigns and activities that encourage people to join, renew and make full use of their membership.

Leading the events programme

Events are one of the main ways we support, inform and bring together the illustration community.

You will:

- Shape and oversee the annual programme of talks, workshops, networking events and professional development activities.
- Manage the events budget and make effective use of available resources.
- Coordinate colleagues, guest speakers and external contributors.
- Ensure the programme offers a strong balance of business support, professional development, community and inspiration.
- Make events welcoming, accessible and relevant to a broad range of illustrators.
- Use events to support member engagement, retention and recruitment.
- Review attendance, feedback and impact to improve future programmes.

Supporting members

Our members come to us for trusted advice on the opportunities and challenges they face throughout their careers.

You will:

- Build a strong working understanding of the professional issues affecting illustrators, including business practice, licensing, contracts, pricing and professional standards.
- Support the team in responding to enquiries accurately, clearly and with empathy.
- Identify recurring issues and ensure they inform our events, resources and wider work.
- Build trusted relationships with members and act as an approachable and knowledgeable representative of the AOI.

You do not need to arrive with detailed knowledge of every issue affecting illustrators, but you will need to be curious, able to learn quickly and confident adapting your experience to a specialist creative community.

Working across the AOI

As a small organisation, we work closely across teams and support one another.

You will:

- Work with colleagues across communications, campaigning, awards and other areas of the AOI.
- Contribute ideas and insight to organisational planning and shared projects.
- Ensure membership priorities are understood across the organisation.
- Work closely with the CEO, who will lead strategic partnerships during the maternity-cover period.
- Act as an enthusiastic ambassador for the AOI, our members and the wider illustration community.

Person specification

Essential

- Experience leading a membership, community or engagement-based service.
- Experience working with a creative community or within the arts, cultural or creative industries, with an understanding of the needs of creative professionals.
- Experience managing, supporting and developing a small team.
- A track record of improving membership growth, retention, participation or engagement.
- Experience overseeing an events, learning or community programme.
- Experience delivering change, developing services or implementing strategic plans.
- Strong organisational skills and the ability to balance several priorities.
- Excellent communication and relationship-building skills.
- Confidence using data and feedback to improve services and inform decisions.
- A collaborative approach and a clear commitment to inclusion, accessibility and excellent member service.

Desirable

- Experience within a membership body or professional association.
- Experience working with illustrators, agencies, publishers or commissioners.
- Experience supporting freelancers, self-employed people or creative professionals.
- Knowledge of copyright, licensing, contracts, pricing or professional practice affecting creatives.

We are particularly interested in candidates who understand the value of professional membership and share our commitment to supporting illustrators and helping creative people build sustainable careers.

You do not need to meet every desirable criterion to apply.

Why join the AOI?

This is an opportunity to make a real difference to one of the UK's most respected creative membership organisations. You will join a friendly and knowledgeable team who care deeply about illustration and the people who create it.

We offer:

- £40,000 per annum
- 33 days' annual leave, including bank holidays
- Flexible hybrid working, with approximately 50% of working time in the office
- Training and professional development
- A creative, supportive and inclusive working environment
- Somerset House resident benefits, including free entry to a range of London exhibitions and museums

How to apply

Please send your CV and a covering letter of no more than two sides of A4 explaining:

- why you would like to join the AOI
- how your experience has prepared you for this role
- an example of how you have improved membership, participation or engagement.

We believe our team is strongest when it reflects the diversity of the creative community we serve. We particularly welcome applications from people who are under-represented within the illustration industry. If you require any adjustments during the application or interview process, we would be pleased to support you.

Questions and applications should be sent to jobs@theaoi.com

Application deadline: 16 August 2026

Interview date: Week commencing 24 August 2026