



THE INSTITUTE OF CONSERVATION

## Membership Administrator

### Job Description

<b>Job title:</b>	Membership Administrator
<b>Salary:</b>	£28,000 to £31,000 (dependent on skills and experience plus 6% pension contribution)
<b>Contract:</b>	Permanent
<b>Hours:</b>	Full-time, 35 hours per week
<b>Location:</b>	Hybrid (London office and remote)
<b>Annual leave:</b>	25 days per annum (pro rata)

#### About Icon

Icon, the Institute of Conservation, is a charity and professional membership organisation dedicated to safeguarding cultural heritage and championing the value of conservation.

Icon's vision is to protect, preserve and promote our treasured cultural heritage through cultivating skilled conservation professionals, supporting meaningful collaboration across the cultural heritage sector, and delivering public benefit through engagement and advocacy.

Icon's mission is to represent and support the practice and profession of conservation by promoting the public value of caring for cultural heritage and upholding high standards and ethics in conservation practice.

Icon ensures that the guardians and owners of objects, buildings and collections can access knowledgeable and passionate professionals who will help them safeguard the physical remains of our past for the future.

With a membership of almost 2,500 individuals and organisations, Icon brings together conservators working in all disciplines as well as conservation scientists, educators and many others with an interest in conservation. Icon's membership takes an active part in the running of the organisation and the delivery of services to members. Icon has 24 specialist interest groups each of which runs an active programme of lectures, training and social events for members.

#### About the role

The Membership Administrator is a core operational role responsible for delivering the accurate, timely and compliant administration of Icon's membership services, whilst ensuring a consistently high standard of customer service to members and stakeholders.

The post-holder will oversee day-to-day membership processing, maintain CRM integrity, administer subscription cycles, coordinate diaries and meetings relating to membership governance and committees, and ensure consistent, high-quality administrative support across

the organisation. They will act as a key point of contact for member enquiries, demonstrating a proactive, helpful and solutions-focused approach to deliver a positive membership experience.

This is a highly process-driven role requiring excellent organisational skills, strong attention to detail, and confidence managing structured administrative workflows and schedules. The ideal candidate will be a proactive self-starter with a willingness to take initiative, anticipate needs, and go the extra mile to support both members and colleagues. Strong interpersonal skills and a commitment to delivering excellent customer service are essential.

This role is based at Icon's office in Clerkenwell, London. Icon operates a hybrid working policy, which requires staff to be in the office at least two days per week, with the flexibility to work remotely for the remainder.

The post-holder will report directly to the Marketing and Membership Manager.

### **Specific duties:**

#### **Membership services**

- Act as first point of contact for membership-related enquiries via email and telephone.
- Process new applications, renewals, reinstatements, category transfers and resignations accurately and within agreed timelines.
- Administer membership subscription cycles, including issuing renewal notices and reminders.
- Coordinating and preparing regular membership emails.
- Assist in planning and delivering recruitment and retention campaigns.
- Deliver high-quality customer service, ensuring timely and professional responses in line with service standards
- Handle and resolve member complaints, escalating where appropriate
- Contribute to improving the overall member journey and experience
- Support the delivery of member engagement events, webinars and communications

#### **Finance**

- Oversee membership reconciliation processes.
- Manage invoicing for individual and organisational memberships.

#### **Data management and reporting**

- Maintaining accurate membership records on the CRM system (Ready Membership).
- Prepare membership reports and data summaries against agreed KPIs
- Support ongoing CRM system improvements, including testing and process optimisation
- Undertake regular data cleansing and audits

#### **Find a Conservator service**

- Act as an ambassador for the Find a Conservator service – supporting promotional and recruitment activity.
- Day to day administration of the service, ensuring professional profiles remain up to date

**Conservation Jobs service**

- Day to day administration of the service, ensuring jobs are uploaded and updated weekly on website in collaboration with advertising partners.

**Other Duties**

- Undertake additional tasks as required to support the membership team and organisational objectives.
- Any other responsibilities that may be reasonably requested by the Chief Executive or the Policy and Programmes Director.

<b>Person Specification</b>	
<b>Training, experience and qualifications</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Proven experience in a customer facing administrative role involving database or CRM management.</li> <li>• Experience processing financial transactions or subscription-based services.</li> <li>• Experience maintaining accurate records and structured administrative system.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Experience working within a membership organisation or charity.</li> </ul>
<b>Knowledge and skills</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Excellent organisational and time management skills.</li> <li>• High level of accuracy and attention to detail.</li> <li>• Confident use of CRM systems, spreadsheets and standard office applications.</li> <li>• Ability to manage cyclical workloads (e.g. renewal periods and committee schedules).</li> <li>• Clear and professional written and verbal communication skills.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Knowledge of data protection compliance in a membership context.</li> <li>• Understanding of governance or committee administration.</li> </ul>
<b>Other</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Commitment to delivering excellent customer service</li> <li>• Strong interpersonal skills</li> <li>• Ability to work collaboratively with a range of colleagues, including volunteers.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Interest in the heritage or conservation sector.</li> </ul>

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| <ul style="list-style-type: none"><li>• Willingness to work effectively and constructively as part of a small team and to alter patterns of working to meet organisational needs.</li><li>• Flexibility and willingness to develop.</li></ul> |  |
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**To apply:** Please visit [Icon's website](#) to download the application form for this role. If there are any reasonable adjustments we can make to support your application for this post, please email [recruitment@icon.org.uk](mailto:recruitment@icon.org.uk)

**Application Deadline:** 20 July 2026 5pm

**Interviews:** Week commencing 27 July 2026

**Professional Development:** As an organisation committed to championing conservation and supporting the careers of our conservator and heritage professional members, we are equally committed to supporting Icon staff with continuing professional development through both access to Icon training opportunities and external development opportunities.

**Equality, Diversity and Inclusion:** Being inclusive is one of our core values. As an organisation Icon values diversity and recognises that the broad range of backgrounds, experiences, views, beliefs and cultures represented within our staff, trustees and membership greatly enhances our organisation. Icon is therefore committed to supporting, developing and promoting equality, diversity and inclusion in all its activities. We aim to ensure that opportunities are open to all those who are passionate about caring for heritage.