



Membership Manager

Job Application Pack
May 2024

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Overview

Thank you for your interest in working with Musical Theatre Network (MTN). We are seeking a new Membership Manager, a role focused on retention and expansion of our nationwide network of members – organisations and individuals developing and staging new musicals. If you're interested in the UK's fast evolving new musical theatre landscape, this is an opportunity to make a difference as part of an organisation at its heart.

Our current vacancy is a part-time role, initially for one day (seven hours) per week on a fixed term twelve-month contract, after which arrangements will be reviewed (with the possibility of expanding the hours of the role at that point). The role offers a high degree of flexibility, including that the hours could be spread across multiple days, and the role is expected to be worked primarily remotely/from home – although we intend to recruit in the Birmingham/West Midlands area, with attendance at meetings and events in Birmingham expected as needed. As a result this role could suit an individual with a portfolio career, a freelance creative, someone with childcare/caregiver responsibilities, or a semi-retired individual. MTN is committed to diversifying the musical theatre sector, and would welcome applications from individuals from Global Majority heritages or backgrounds under-represented in the industry. A gross salary of £6,400 is offered in relation to one day's work per week – pro rata to £32,000 gross full time equivalent.

Applications should be addressed to James Hadley, Musical Theatre Network, sent via email to james@musicaltheatrenetwork.com with Membership Manager in the subject line by midday Monday 3rd June 2024. We will endeavour to let candidates know whether they have been invited to interview by 10th June 2024. Interviews are currently scheduled to take place on Thursday 20th June 2024 in Birmingham (subject to availability of interviewees – please share details of availability during that week if 20th is not suitable).

In this pack you will find information about the role, about MTN and about the application process.

We look forward to hearing from you,

James Hadley, Executive Director, Musical Theatre Network



About MTN

Musical Theatre Network (MTN) was formed as Musical Theatre Matters in 2005. It works with, and on behalf of, its membership to support and create opportunities for new musical theatre in the UK. Its membership is a national network of venues, producers, higher education institutions, theatre companies, directors, organisations and individuals developing or staging new musical theatre.

MTN works to strengthen and diversify the new musical theatre sector nationwide, and so support development of the art form. MTN currently has over 200 members and is fast growing, with a year-round events programme of industry discussions, networking and professional development opportunities taking place online and in locations around the UK.

"Musical Theatre Network's support and advocacy are invaluable for new UK musicals, MTN provides essential networking opportunities with artists, creatives and producers. BEAM stands as a cornerstone for industry growth." - James Steel, producer





MTN is a not-for-profit company limited by guarantee, governed by a board of directors (currently eight), chaired by Tracy Cooper. Directors are drawn from across the country and meet on a quarterly basis. MTN's staff consists of a full-time Executive Director (who line-manages the other staff), a part-time Projects Manager, and a part-time Membership Manager.

MTN is funded as a consortium with Mercury Musical Developments (MMD) as part of Arts Council England's National Portfolio. MTN and MMD collaborate closely on initiatives such as the UK Musical Theatre Conference, Cameron Mackintosh Resident Composer scheme, and BEAM industry showcase and pitching days. They effectively work as a joint venture, while also running events and initiatives independently of each other. MTN and MMD have shared an office in London since 2012, and in 2024 they're expanding to make Birmingham their main base, with staff based at Birmingham Hippodrome. Both organisations have a nationwide remit, focused on the development of the new musical theatre sector throughout the UK. Most of MTN's events are held online, in order to be accessible to its UK-wide members, and in-person events happen in various locations around the country, with an expectation that more will be Birmingham-based as we establish a presence in the city. With the transition to its new base in Birmingham in 2024, MTN is reviewing its staff structure with the ambition to expand its staff capacity and its work with partner organisations throughout the country. MTN's new base at Birmingham Hippodrome is fully wheelchair accessible. While MTN's London office is only accessible via a flight of steps, it is not expected that the Membership Manager will be expected to attend meetings there. Further information on MTN can be found at www.musicaltheatrenetwork.com

The Role

The Membership Manager provides a range of services to the members of MTN – a nationwide network of producers, theatre venues, higher education institutions, licensing houses, directors, theatre companies and individuals developing and staging new musicals. This role is a blend of communications, administration and advocating for support of new musical theatre in the UK – and will be in contact with many of those shaping and reinvigorating this sector and the art form's evolution.

The Membership Manager leads on membership development and retention, supervising membership renewals, handling member inquiries, and making relevant individuals aware of the benefits of MTN membership. They are often the first point of contact for members, therefore it's vital they set an appropriately friendly and professional tone as MTN's representative. They will work with the Projects Manager on communications with members and with wider industry contacts about MTN's events and initiatives, including those delivered in partnership with MMD – such as BEAM and the UK Musical Theatre Conference.

Staff Structure

The Membership Manager reports to MTN's Executive Director (who is full time), and will sometimes collaborate with the Projects Manager who works for both MTN and MMD for three days a week. As MTN and MMD work closely together the role will also sometimes work alongside MMD's Executive Director and General Manager (who both work four days a week), and their Creative Community Coordinator (who works 2.5 days a week).



Job Responsibilities

(Please note this role will primarily focus on the Membership section below, collaborating on other areas as capacity allows)

Membership

- Manage effective membership systems (primarily through Good CRM database) for MTN, including administration of subscriptions and renewals, ensuring membership records are kept up to date, and co-ordinating payment systems
- Working closely with the Executive Director, design and implement membership development plans, including marketing strategies, incentive schemes and promotions to retain and grow memberships
- Provide an efficient, informed and courteous point of contact for all existing and prospective members, as well as managing general enquiries, pro-actively encouraging new members to join through wider communications, and setting the tone for a friendly, mutually-supportive community of members
- Collaborate with the Projects Manager and Executive Director on the planning and delivery of membership events (mostly online, sometimes in person), ensuring these are suited to members' needs and complementary to membership development and retention, and helping to promote these and other MTN initiatives to existing and potential future members, including through social media, and marketing emails
- Provide quarterly reports on membership numbers, retention and development to the Executive Directors and to MTN's Board
- Attend board meetings as required, reporting on membership development, and taking minutes when Projects Manager not in attendance

Communication

- Collaborating with the Projects Manager on wider communications as needed, including posting on social media; designing digital marketing campaigns for events and initiatives; and assembling copy for fortnightly email updates to members about events, wider opportunities and initiatives
- Supporting the Projects Manager in gathering information and listings of relevant new musical theatre productions / development sharings around the UK, including by members, for inclusion in MTN's new British musical theatre listings and members' updates
- Carry out all tasks required as acting Data Controller and acting Data Protection Officer on behalf of MTN to maintain compliant data management (as the person primarily handling members' data in the CRM database)

General

- Supporting the Projects Manager and Executive Director on event planning and delivery as needed, including attending some members' events (mostly online and in early evenings, always by prior arrangement and subject to capacity) and assisting at biennial BEAM showcase and UK Musical Theatre Conference (one of these per year, on alternating years)
- Undertake training as required
- Implement appropriate legislation and policies, in relation to Equalities, Health and Safety and Data Protection
- Any other duties as may reasonably be required

Person Specifications



Essential

- Excellent written and verbal communication skills and the ability to engage positively with a wide range of individuals
- Enthusiasm for musical theatre as an art form, and for new musical theatre in particular
- Experience of working in a customer/client-facing role and excellent customer service ethic
- Efficient administrative and IT skills
- A commitment to inclusivity, diversity and equality
- High levels of initiative alongside the ability to work well as part of a team
- Ability to manage and prioritise a busy and varied workload, responding constructively to working for an ambitious yet comparatively small arts organisation

Desirable

- Experience of working in the professional arts sector
- Experience of managing a membership database or CRM system
- Understanding of applicable data protection and privacy laws
- Experience and understanding of social media

Application Process

Applications should be made by submitting a covering letter/email of no more than 500 words, explaining what attracts you to this position and evidence of your suitability to fulfill the Person Specification. Alternatively you are welcome to submit a video recording of no more than ten minutes duration, sharing the requested information verbally.

In addition, please include:

- A CV
- Names and contact details for two referees who have knowledge of you in a working environment; where applicable one of which should be your current or most recent employer (referees will not be contacted prior to interview).
- A statement that you have the right to work in the UK or that you require a work permit to do so.
- Any relevant details of your availability, including notice period for current employment, and details of your ideal arrangements for working seven hours per week (ie which particular day of the week, or would those hours ideally be spread across several days).
- In addition, to help us monitor our equal opportunities plan, we would be grateful if you could complete an Equal Opportunities Monitoring form. When your application is received, this form will be emailed to you for completion separately and is not used during the short-listing process.

Applications should be addressed to James Hadley, Musical Theatre Network. Applications should be sent via email to james@musicaltheatrenetwork.com with Membership Manager in the subject line by midday Monday 3rd June 2024.

Candidates will hear whether they have been invited to interview by 10th June.

Interviews will take place on Wednesday 19th June in Birmingham.



Principle Terms

- Any offer of employment will be subject to satisfactory references and evidence of right to work in the UK as defined by the Home Office.
- This role will be a fixed term contract equivalent to one day per week over a twelve months period. A gross salary of £6,400 is offered - pro rata to £32,000 gross full time equivalent.
- The postholder will be expected to work seven hours a week, with specific hours to be agreed in advance. It is anticipated there can be a degree of flexibility as to when these hours are worked in most weeks, but sometimes they will be expected to support member events happening in the early evening, meaning some of their hours for the week will need to coincide with the hours of such an event. Overtime is not payable, but time off in lieu will be offered wherever reasonably practical.
- The person appointed will be engaged as an employee and will be entitled to an annual pension contribution equivalent to 3% of salary, in line with the Pensions Act 2008.
- Notice period is four weeks by either party, and there is a three month probationary period.

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