



Job Pack



Member Services Coordinator

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Welcome From Our Co-CEOs

Thank you for your interest in working with us at the Society of London Theatre and UK Theatre. Our organisations are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators both in London's West End and across the UK.

This is an exciting opportunity to work for our organisations, working on behalf of a vibrant and diverse sector, at a critical time for our industry. After we joined the organisations, we started a strategic review process which defined who we represent and our new vision and mission.

Our vision is a dynamic, sustainable and world-class theatre sector.

Our mission is to champion theatre and support our members to thrive.

To deliver our vision and mission, we now have exciting five-year strategy and ambitious five-year goals that will deliver for our members.

However, we can't achieve our vision and mission alone. That's where you come in. To achieve our goals, we need an organisation that is fit for purpose, with the people, systems and processes needed to make an even greater impact for our members. The candidate we are looking for is someone who can embody our vision and mission and the competencies for the role.

Theatre and the performing arts industries enrich our lives and strengthen our sense of belonging and are a cornerstone of both the levelling up and growth agendas. Alongside the social and cultural benefit our members provide, theatre is also a key component of our fast-growing creative industries. Domestically, theatre generates £2.39bn GVA, supporting 205,000 workers. For every £1 spent on a theatre ticket, an additional spend of £1.40 is generated in local economies, adding up to £1.94bn per annum of extra value added to local economies by theatre audiences.

We have a fantastic team of around 60 people working across our main office in Rose Street and the TKTS Booth in Leicester Square. Our social committee ensures that we have plenty of opportunities to get to know each other and our sustainability committee is working hard to ensure we play our part in protecting the planet. While a background in theatre or the arts is not essential, an appreciation for performing arts and the importance of cultural activities as an integral part of our lives is important.

We hope you find this role of interest and look forward to receiving your application.

All best wishes,

Claire Walker & Hannah Essex

Co-Chief Executives

Who we are & what we do

Based in the heart of Covent Garden, Society of London Theatre (SOLT) & UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

Our vision – the world we want to see – is a **dynamic, sustainable and world-class theatre sector**.

Our mission – what we do as an organisation – is to **champion theatre and support our members to thrive**.

In order to deliver on our vision and mission we have three joint priority areas for both organisations. These bring together our membership services, advocacy campaigns, audience initiatives and major events and awards.

Our three joint priority areas are:

- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

Our commitment to Diversity, Equity and Inclusion

We are committed to putting diversity, equity and inclusion at the heart of everything we do. We do this through recruiting from the widest spectrum of channels, constantly reviewing our policies and procedures to ensure they are fit for purpose and giving all our staff a voice. Our mission to produce a skilled, diverse and productive workforce for now and the future is crucial to our success as an organisation.

Member Services Coordinator

Role description

You will be the main point of contact for membership enquiries for SOLT & UK Theatre, providing responsive support to members, assisting all membership management and engagement processes. You will also play a key role in supporting member-related training & events activities and provide administrative support to the Membership Services team, dealing with enquiries in an efficient, accurate and timely manner.

How to apply

To apply for this role please email your CV and a cover letter outlining the qualities/skills/experience and knowledge you will bring to the role, including in the email subject line: **Name, Member Services Coordinator** to jobs@soltukt.co.uk.

Closing Date for Applications: 10am Thursday 2 January 2025. There is a rolling deadline for this vacancy. Applications will be screened as and when received.

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application or, if you are selected for interview, at the interview stage, please email us at jobs@soltukt.co.uk and the HR team will get in touch with you.

Contract type	Permanent / Full-time
Salary band	The band for this role is £26K - £32K a year. Salary will be within this band, depending on experience.
Key responsibilities & accountabilities	<ul style="list-style-type: none">• Overseeing member enquiries, acting as the primary Gateway & membership “triage” for the team. You will delegate or support the activity/project to the relevant lead in the Membership Services Team and monitor its progress until completion.• Managing the “members” inbox and responding to member and stakeholder queries where appropriate.

	<ul style="list-style-type: none"> • Ensuring the “membership area” on the website contains all key toolkits & information. Reviewing use of member services tools & resources reporting trends to relevant Team Manager • Administrating member training courses, conferences, forums and member events programme, providing hands-on support for all activities. Using Eventbrite for training courses and Apps for conferences, and oversee booking queries and in-house event set-up. • Carrying out the extensive organisation & administration (agendas, minutes, scheduling, briefing documents) of meetings, member visits, and working groups. • Supporting the evaluation of our member offer in conjunction with the Engagement Team to target member needs. Supporting promotional work to increase members accessing services • Acting as a ‘super user’ on the CRM, tracking databases, and website CMS (Content Management System), training and supporting other staff when necessary • Maintaining the Membership Directory and contacts database for SOLT and UK Theatre • Ensuring a standardised approach to administration across the organisation in conjunction with the CEO and Executive Team Manager • Managing travel arrangements, carrying out filing and archiving, and undertake all other general administrative duties for the smooth running of the Membership Services Team. • Be an engaged member of the cross departmental coordinator team, providing administrative cover and support at all times, this includes updating the CRM and company websites and covering TKTS shifts when required • Attend press nights where appropriate and take advantage of trade tickets when offered • Undertake any other duties as reasonably required • This role may include some work on evenings and weekends, as required by your line manager and directed by the Events team
<p>Directorate</p>	<p>You will work in the Membership Team. Line Manager: Member Engagement Manager</p>

<p>Technical knowledge & skills required</p>	<ul style="list-style-type: none"> • Excellent customer service skills, with a desire to provide all members with a high-quality experience • Exceptional verbal and written communication skills • Strong interpersonal skills, able to work collaboratively with colleagues and stakeholders • Excellent time management and prioritisation skills, able to work independently to deadlines, with great attention to detail • Advanced Microsoft Office skills (including Sharepoint, Outlook, Word, Excel, Powerpoint) • Experience in assisting in the delivery of events • An understanding and commitment to equality, diversity and inclusion • An interest in or experience working in a member organisation • An interest in and broad understanding of the theatre industry
<p>Competencies</p>	<p>Impact</p> <p>You will support the delivery of activities and projects to the highest possible standards, supporting the delivery of KPIs and targets and ensuring that you feed into evaluations and progress updates.</p> <p>You will support the delivery of cross organisational projects and activities. You will share your experiences to support the development of business and organisational plans.</p> <p>You have a collegiate approach with coordinator colleagues, ensuring excellent administrative support across the organisation.</p> <p>Communication</p> <p>You manage positive day to day relationships with stakeholders and members.</p> <p>Innovation</p> <p>With support, you look at how you can bring innovation and help solve problems in your work.</p> <p>Knowledge</p> <p>You have good experience for the role and are looking to develop this further.</p> <p>Culture</p> <p>Be part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff.</p>

	<p>Work with your line manager to ensure that your personal development plan is delivered and completed.</p> <p>A team player, willing to grab hold of opportunities and support the priorities of others when needed.</p>
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Working with us

<p>Location</p>	<p>Our offices are based in Covent Garden, London.</p> <p>Depending on the role, we have an agile working policy which means that we expect minimum of 50% of your working hours to be spent in the office or with members, averaged over each month. You are, of course, welcome to come in more than that if you prefer.</p>
<p>Flexible working</p>	<p>All roles are open to flexible working – e.g job share, reduced hours or other flexible working approaches.</p>
<p>Annual leave</p>	<p>Annual leave for a full-time role is 25 days, rising to 27 days after five years.</p> <p>Non contractual time off: your Birthday off or a day off within two weeks of your birthday. Company Closure Day, normally on a day next to a Christmas bank holiday.</p>
<p>Benefits & Perks</p>	<p>Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose in today's society.</p> <p>Your health & wellbeing</p> <p>The health and wellbeing of our staff is our upmost priority and we offer a range of benefits.</p> <ul style="list-style-type: none"> • Private Medical Cover – For employees in Band A and B • WeCARE – Digital Wellbeing. A complete solution across Physical & Mental Health, Finance and Legal support. Advice from qualified professionals tailored to the individual. • MyStrength – One to one support with a qualified Wellbeing guide, a person there to help and support on your wellbeing journey. Support built around the individual. • Toothfairy – Smart dental App – Your personal dentist. •

	<p>The following are optional benefits:</p> <ul style="list-style-type: none">• Paid annual eyesight test• Paid annual flu vaccine <p>Your finances & protection</p> <p>We offer a pension scheme and further protections.</p> <p>Pension scheme</p> <p>Contributory pension scheme - The current contributions are as follows:</p> <ul style="list-style-type: none">• Employer Contribution: 5% of gross pay• Employee Contribution: Minimum 3% of gross pay <p>Personal circumstances</p> <ul style="list-style-type: none">• Death-in-Service Insurance Cover – 3 x annual salary.• Income Protection – long term sickness cover for a proportion of salary for up to 2 years. <p>Personal development</p> <ul style="list-style-type: none">• We invest and believe in continuous professional development and training opportunities for all.• Where appropriate, we suggest and arrange professional mentors to offer additional external guidance. <p>Travel to work</p> <p>Many of our staff walk, use public transport or cycle to work or a combination of the above.</p> <p>The following apply after probationary period:</p> <ul style="list-style-type: none">• Interest-free Travel Season Ticket loan• Cycle to work scheme
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	<p>Theatregoing</p> <p>Our staff champion theatre and the work of our members. That includes attending regular theatre productions and visiting members (where appropriate) across the UK.</p> <p>Staff are offered complimentary show tickets on set dates and sometimes to attend opening nights of productions.</p> <p>All staff can buy Theatre Tokens with a 10% discount.</p> <p>Events & experiences</p> <p>We offer many opportunities to get involved with events such as West End Live, the Olivier Awards, Kids Week workshops and Theatre Craft (jobs fair for craft roles in theatre sector).</p> <p>Socialising with colleagues</p> <p>We have a dedicated social committee with organisational budget.</p> <p>In 2024, they successfully organised the following: a quiz night, karaoke, bowling, summer party, games night, festive celebration and many more.</p> <p>Sustainability</p> <p>We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.</p> <p>Activities in 2023/2024 included a swap and shop clothes recycling, reduction in all waste, a review of our energy use and much more.</p> <p>Local discounts</p> <p>Local retail discounts through Heart of London Club and Love Covent Garden.</p> <p>20% off at Trevor Sorbie hair salon in Covent Garden.</p>
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