

MEMBERSHIP & OPERATIONS MANAGER (part time)

JOB DESCRIPTION

Position:	Membership and Operations Manager
Reports to:	Chief Executive
Responsible for:	Communications & Events Co-ordinator
Location:	During the probation period, the post-holder is required to work 3 days per week at the ABO office (West Wing, Somerset House, Strand, London). After the probation period, the role will operate on a hybrid basis, with a minimum of 2 days per week at the ABO office. The job may also involve UK travel, occasionally requiring overnight stays.
Contract	Part-time (3 days per week, 0.6 FTE), fixed term for 12 months

The Role

The Membership and Operations Manager has a key role to play in ensuring the efficient running of this important membership organisation, supporting the delivery the ABO's operational plan and organisational strategy, embedding an inclusive approach in the management and delivery of our services and programmes, and supporting the needs of our members.

The post-holder will need strong IT and data management skills, excellent organisational skills and attention to detail, experience of working for an orchestra or similar, strong inter-personal skills, a positive attitude and an enthusiasm for the work of the ABO. You will be able to take direction as well as lead a team.

KEY RESPONSIBILITIES

As a member of the Senior Management Team, you will help to develop the ABO's inclusive approach to member engagement and programme delivery, and will closely monitor the services offered ensuring that they meet the needs of the membership.

Member services

- Provide and source advice for members on relevant issues
- Monitor and track member enquiries across all areas of work
- Develop briefings and factsheets as required, informed by member queries and external events
- Develop and manage all ABO member communications ie 'internal', working with the Communications & Events Co-ordinator on dissemination to the membership within the ABO's overall Communications Plan
- Collate, produce and disseminate findings from member surveys and sector research to inform the ABO's advocacy work, including supporting the tri-annual Key Facts survey and Public Engagement Campaign
- Manage the annual member subscription renewals process
- Monitor and track all ABO member events, focus groups and working groups as part of the ABO's delivery of its Operational Plan and Annual Review
- Provide admin support to the Chief Executive in annual pay negotiations with the Musicians' Union.
- Provide strategic overview and understanding of the membership within the context of the wider sector
- Identify opportunities and develop initiatives to grow the membership, membership offer and new income streams

Events

- Support the bookings process for the annual conference and events
- Support the development and production of printed materials for events
- Support post-event monitoring and evaluation

Operations

- Line management of the Communications & Events Co-ordinator, who also has a dotted reporting line to the Head of Policy & Communications for external communications work.
- Management of the ABO's office, liaising with Somerset House, and other suppliers
- Optimise the use of the CRM system, with responsibility for data management, protection, and compliance
- Overall responsibility for the IT infrastructure and website functionality, liaising with IT support and other suppliers
- Responsibility for the ABO's cyber security risk management
- Liaise with the ABO's book-keeper and finance consultant to ensure effective budget management and financial control
- Manage the ABO's external archive facility

Other duties and responsibilities may be assigned as incidental to the role, in line with the needs of the organisation.

Given the ABO's small administrative team, a commitment to flexible working and teamwork is essential. It may be necessary to revise the job description from time to time to reflect the experience and skills of the successful candidate.

Events Programme Overview

22 April 2025	Launch of Key Facts (online)
24 April 2025	Multitudes Orchestras Symposium (in person)
8 May 2025	Launch of phase 2, #AnOrchestralnEverySchool; ABO Public Engagement Campaign
12 May 2025	Inclusive Recruitment Meeting, Review of Year 1 (online)
14 May 2025	Member Networking Event: L&P and Youth Ensembles (online)
19 May 2025	Member Networking Event: Chamber Orchestras (in person)
21 May 2025	CEO Policy Group (online)
22 May 2025	Member Networking Event: Scottish Member Meeting (in person)
5 June 2025	Member Networking Event: Concert & Orch Managers meeting
October/Nov	Member networking meetings (c.6 in person, plus online briefings)
November 2025	ABO AGM & CEO's Forum
4 - 6 February 2026	Annual conference, Southbank Centre, London
Year round	Skills based single day leadership and training courses

Further Learning and Development events managed and led by the ABO's Learning & Development Consultant

Person Specification

We are looking for a responsible and enthusiastic candidate with strong organisational skills, and a keen interest in the orchestral sector. You will be a good communicator with a pro-active approach and a quick learner able to work independently as well as part of the team. You should have strong IT skills, including experience of data management and compliance, and be willing to learn how to use new software. Training will be provided as required.

Competency		Attributes	Essential/ Desirable
Experience	1.1	Experience of working in an office environment	Essential
	1.2	Experience of using mail merge and databases	Essential
	1.3	Experience of managing events and working in partnership with stakeholders	Desirable
Knowledge	2.1	Website Content Management and CRM databases	Essential
	2.2	Microsoft Office software including Excel	Essential
	2.3	Interest in classical music and orchestral sector	Desirable
Skills/ Abilities	3.1	Good communication skills, oral and written	Essential
	3.2	Strong time and task management	Essential
	3.3	Ability to prioritise work	Essential
	3.4	Ability to work as a team member	Essential
	3.5	Attention to detail	Essential

Closing Date for applications: 12 noon Friday 30 May

Interviews: Tuesday 10 or Wednesday 11 June

To apply

Please email your CV and a letter of application addressing how your skills and experience match the role and person specification. Your letter of application should be no longer than two sides of A4.

This should be sent to judith@abo.org.uk with MEMBERSHIP & OPERATIONS MANAGER in the subject header. If you would like to discuss the role in advance, please call Judith on 07976 834676.

We would also ask that you complete our Equal Opportunities monitoring form, to help us assess this recruitment process. The Panel will not see information on your monitoring form.

The ABO strives for an orchestral sector that is fully inclusive, representative and reflective of the communities that we serve. We believe that everyone deserves to have the same opportunities at every level in our industry. The ABO strives to be an equal opportunities employer. We will ensure that no individual receives less favourable treatment on the grounds of gender, race, ethnic or national origin, religious beliefs, marital status, sexual orientation, age or disability.

Terms and conditions

Salary	£38,000 per annum (pro rata)
Pension	The ABO will make a contribution of 5% of salary in accordance with Pensions Auto-Enrolment regulations.
Contract	0.6 FTE (three days per week), 12 months fixed term
Probation & Notice	The first six months of the contract will be a probationary period, during which time either party may terminate the contract on one week's notice. After successful completion of the probation period, the contract will continue as agreed, unless terminated prior thereto by the organisation on not less than one month's notice.
Location	During the probationary period, office based; after successful completion of probation hybrid working is available with minimum 2 days in the office per week.
Holidays	25 days per annum (pro rata) plus statutory public holidays and the period between Christmas and New Year when the office is normally closed.
Other	A season ticket loan is available, plus benefits as tenants of Somerset House.