



AOI Membership Manager

£30,000 with an annual performance based bonus

About the Job

This is a hugely exciting opportunity at the heart of the AOI. Reporting to the CEO the Membership Manager will ensure that members receive the best possible service in terms of advice and administration and will ensure the continued growth of the AOI membership.

Managing a team of 2 people (1 part time) you will provide 1-1 advice to our members, as well as plan and deliver talks throughout the UK. You will oversee a vibrant communications plan and develop new business to ensure growth.

The job is based in our office in Somerset House, a vibrant hub of creative industries in central London.

About the AOI

The Association of Illustrators (AOI) is a small not for profit membership organisation with an energetic staff of six and are the global leaders in our field. We support our 2700+ members in all areas of professional life, responding to a busy helpline with licensing, contract and business enquires.

We produce member events, present the World Illustration Awards, publish Varoom and undertake campaigning for a thriving industry. The AOI is both growing fast and is financially strong and is a confident organisation with an exciting future

The Membership team is the beating heart of the AOI. Our membership has grown considerably in the past three years, and we are looking for an inspirational candidate to lead the membership team to the next level.

Job Description

Membership Service

- To provide excellent, accurate business advice to members via the helpline focusing especially on licensing, contracts, ethics and general business support. (Training will be provided.)
- To manage a team of 2 people (1 part time) effectively and supportively.
- To ensure the smooth running of the membership department with especial regard to staffing, administration and management of the database.
- To monitor monthly membership renewals and report on these regularly to the CEO.

- To liaise with the accounts department to ensure correct and timely information flow.

Events and Business Development

- To build strong relationships across industry and identify and take advantage of business development opportunities.
- To conceive, plan and deliver talks and events which support existing and attract new members throughout the UK and overseas.
- To deliver business masterclasses in colleges and universities.
- To contribute to the updating and maintenance of the AOI Directories.
- To secure a wide range of relevant member benefits.

Communications

- To ensure a strategic and vibrant use of AOI social media and to work with the wider Membership Team to deliver this.
- To maintain the AOI website with exclusive members content and member news by drafting, commissioning and collating relevant content
- To manage, update and maintain and promote the AOI Folios to a wide range of commissioners

Other Duties

- To support the AOI campaigning work
- To support Varoom, Awards and other initiatives as appropriate
- To keep up to date with current issues affecting the industry including rights, and professional standards.
- To contribute to the overall development of the organisation with ideas and proposals of future initiatives as required.
- To ensure the smooth running of the office and provide support for other staff members as required.
- To act at all times in a way befitting a representative of the AOI and its objectives and standards of organisation when fulfilling the duties of the position.

Personal Specification

Essential

- Confident **sales** person with a track record in attracting **new business** and maintain existing.
- Experience in **managing** within a small team.
- Excellent ability to **build and maintain relationships** with a wide range of illustrators, educators, agents and commissioners.
- An **understanding** of pricing, ethical and contractual issues facing illustrators. Full training will be provided.
- Ability to respond to and undertake relevant administration for a large number of enquires **efficiently and quickly with a strong attention to detail**.
- Demonstrable ability to use own **initiative**.
- Demonstrable ability to deliver a vibrant, engaged **social media and web content**.

- Experience and enjoyment of **public speaking**, delivering events and masterclasses.
- A passion and commitment to **progressing the industry**.

Desirable

- Experience of Wordpress, Databases (Filemaker Pro etc), CRM and finance software

Employment Terms

Salary: £30,000 with an annual performance based bonus

Contract: Full time, permanent contract of employment.

Hours: 40 hours per week. The role will include evening and weekend work as well as some travel. TOIL will be offered for this.

Holidays: 25 days increasing 1 day per year at the end of your second year to a max of 30 days.

Probation: 6 months

There will be an intensive training period of 6 months at the start of this role during regular office hours.

How to Apply

Please send a cv and cover letter (no more than 2 sides of A4) addressing why you are interested in this role, and how your experience demonstrates you meet each point of the person specification.

You should include the names and contact details of two referees, including your most recent or present employer. We will not contact your references without informing you.

Applications should be emailed to jobs@theaoi.com

Deadline for applications: midnight 11 August 2019