



## **AOI Membership Advisor**

### **About the AOI**

The Association of Illustrators (AOI) is a not-for-profit membership organisation, whose goal is to champion and celebrate the illustration industry. We are the global leaders in our field, supporting our 3000 members in all areas of professional life.

Illustration is a fast growing and exciting part of our Creative Industries and full of original thinkers and fascinating, friendly people.

The AOI is a dynamic, growing organisation with an exciting future. We offer 1-1 advice, deliver events, produce publications, present the World Illustration Awards, and undertake important campaigning work. We are a welcoming, friendly staff team, with supportive management.

### **About the role**

The Membership department is the beating heart of the AOI. We are looking for a passionate, energetic addition to our team – who is eager to grow their business knowledge. The Membership Advisor role offers a unique opportunity to work directly with a vibrant and engaged community of illustrators. The central aims of the role are to offer members the best possible guidance at all stages of their careers, and to ensure the AOI membership continues to grow.

Working with the Membership Manager, you will provide advice to members on business practice, licensing, contracts, and self-promotion via the AOI helpdesk (comprehensive 6-month training will be provided to you). You will build relationships with members, always ensuring excellent customer service. This will be your primary focus, comprising of around 80% of the role.

Additionally, you will help to deliver an exciting range of talks and events, showcasing both new talent and world class illustrators. You will write articles, interviews, and research resources, all offering guidance and insights into the illustration industry.

### **Why it's great to work at the AOI**

- 33 days of annual leave including bank holidays.
- Flexible hybrid working arrangements available.
- Comprehensive training and development opportunities, to help you to grow and succeed within our organisation.
- Creative, friendly, and inclusive working environment.

Our offices are based in Somerset House, a vibrant hub of creative industries, built around one of the most beautiful courtyards in Europe. As a Somerset House resident you will receive a range of perks, such as local discounts and priority access to events including Skate and the Somerset House Summer Series. You will also receive free exhibition entry across a broad range of London galleries and museums.

## **Job Description**

### **Membership Service (est. 80% of the role)**

- Provide excellent, accurate business advice to members via the dedicated phone/email helpdesk focusing especially on licensing, contracts, ethics, and general business support around freelance issues (comprehensive 6-month training will be provided).
- Maintain an excellent and up to date understanding of the needs and challenges facing illustrators in business practice, for example in contracts, finance, business planning and industry standards and proactively scope future issues.
- Maintain records and produce reports and analysis of member usage of the helpdesk.
- Working with the Membership Services Administrator, ensure accurate records are kept.
- Undertake proactive membership campaigns to increase awareness of our service and grow membership.
- Contribute to the ongoing evaluation of the membership offer, to ensure a relevant and valuable service is provided.

### **Membership Events and benefits (est. 10% of the role)**

- In conjunction with the Membership team, conceive and deliver talks and events which support existing and attract new members. This will mainly be in the UK, but may include international travel.
- Deliver business masterclasses in colleges and universities throughout the UK.
- Working with the Membership team, secure a wide range of relevant member benefits and discounts.

### **Communications (est. 7% of the role)**

- Research and draft resources to ensure members are informed and supported in all areas of industry and business practice.
- Working with the Communications Officer, support a strategic and vibrant use of AOI social media.
- Working with the wider team, update and promote the AOI Folios to a wide range of commissioners.

### **Other Duties (est. 3% of the role)**

- To keep up to date with current issues affecting the industry including rights, fees and professional standards.
- Contribute to the overall development of the organisation with ideas and proposals of future initiatives as required.
- Ensure the smooth running of the office and provide support for other staff members as required.

## **Personal Specification**

### **Essential**

- Excellent communication skills, face to face, over the phone and in writing.
- Ability to explain complex information clearly, to a wide range of people (creatives, educators, agents, commissioners etc.)
- Experience working in a role which supports a creative community.
- Demonstrable ability to proactively find and offer solutions.
- Excellent attention to detail.
- Experience of public speaking.
- Strong office, IT and administration skills.
- Good team player who works well under pressure and is able to remain calm and constructive.
- An interest and commitment to progressing the illustration industry.

### **Desirable (comprehensive training provided as needed)**

- An understanding of business practice, ethical and contractual issues facing freelance illustrators.
- Experience of using WordPress and CRM systems.

## **Employment Terms**

**Salary:** £28,000 - £31,000 depending on experience.

**Contract:** Full time, permanent contract of employment.

**Holidays:** 33 days including bank holidays, increasing 1 day per year at the end of your second year to a max of 38 days.

**Location:** The AOI offer hybrid working opportunities, with a combination of office and home working.

## **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.

The AOI believes in diversity and equality. We want to build a team with a diverse range of perspectives, backgrounds and skills, and especially welcome applicants who are under-represented within the illustration industry. We know that in diversity is strength and we look forward to hearing from all interested applicants.

Questions and applications should be emailed to [jobs@theaoi.com](mailto:jobs@theaoi.com)

Deadline for applications: **Midnight, Tuesday 22<sup>nd</sup> August 2023\***

*\*Please consider submitting your application early, as applications may close before the deadline if a suitable candidate is found.*