



## JOB PROFILE and PERSON SPECIFICATION

**Job title:** Membership Assistant

**Reports to:** Head of Development

**Hours:** 15 hrs per week

**Contract Type:** Permanent

**Salary:** £10,500 per annum (£4,200 pro rata)

### **About Watts Gallery - Artists' Village:**

Watts Gallery Trust was established by the designer Mary Watts in 1905 to celebrate the work of the artist George Frederic Watts. Initially consisting of a Gallery, we have transformed over recent years into an Artists' Village. Located in the Surrey Hills Area of Outstanding Natural Beauty, 65,000 people visit our 18 acre estate each year which includes Watts Gallery, Watts Chapel, and G F and Mary Watts former home and studio, Limnerslease.

Today we also celebrate G F and Mary Watts as unique artistic talents and uphold their shared beliefs in the transformational power of the arts, social reform and creative innovation. Both artists pushed the boundaries of their art forms during their own lives and challenged societal norms via their art; from social reform to women's rights.

### **Job Summary:**

Watts Gallery Trust, a registered charity, is seeking to appoint an efficient and organised Membership Assistant to work within its ambitious and successful fundraising team.

This is a rewarding role offering diverse experience including office administration, database management, supporter care, and events organisation within an arts heritage charity and is an excellent opportunity to develop fundraising skills. The successful candidate will assist the Membership Administrator with the Friends and Patrons membership schemes which provide vital unrestricted income to our charitable organisation. Administration of the database will be critical.

### **KEY ACCOUNTABILITIES:**

#### **Administration of Friends membership scheme through database management:**

- Use of the database (Donor Strategy) to capture and update donor and key contact details, produce renewals, log subscription payments and other activities as required
- Create and process new subscriptions on the database
- Send out welcome packs, thank you letters, and membership cards
- Secure and process renewals through writing renewal reminders and notifying and processing regular payments (direct debits and standing orders)

- Ensure all subscriptions are logged and acknowledged
- Enter subscriptions through the Till System, as required
- Update Friends' details, respond to queries and requests and provide high quality customer care

**Coordinating events:**

- Assist Membership Administrator with 'Friends First Views' of exhibitions and Friends and Volunteers Christmas Party
- Support and attend events (with some outside of normal office hours)

**Other duties:**

- Answer the mainline phone as a shared task with the rest of the organisation
- Support the Development team with varying administrative tasks
- Any other task as required by the Head of Development

**PERSON SPECIFICATION FOR MEMBERSHIP ASSISTANT, WATTS GALLERY TRUST**

<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills including databases, MS Word and Excel</li> <li>• Attention to detail and high level of accuracy</li> <li>• Good numerical skills</li> <li>• Good customer service skills</li> <li>• Strong organisation and planning skills</li> <li>• Ability to work to deadlines</li> <li>• Excellent written and verbal communication skills</li> <li>• A track record of working across teams and of developing effective working relationships</li> </ul>
<b>Knowledge &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Experience of using databases</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to work in a fast paced, energetic and demanding environment</li> <li>• Ability to maintain focus</li> <li>• Works flexibly and can adjust plans to meet changing and conflicting demands</li> <li>• Good interpersonal skills in dealing with people at all levels - friendly and approachable</li> <li>• Ability to maintain confidentiality</li> <li>• Self-motivated, with an interest in continued personal and professional development</li> </ul>

**Recruitment Timeline:**

Deadline for applications: Monday 3 June  
Interviews will be held on Tuesday 11 June

Applications including a supporting statement expressing interest in and suitability for the position and CV, including two referees, should be sent to Sarah James via [development@wattsgallery.org.uk](mailto:development@wattsgallery.org.uk).

Watts Gallery is fully committed to Equality and Diversity and welcomes applications from all sections of the community.