



Job Description and Person Specification

Membership Administrator

Summary Job Description

Bath Preservation Trust (BPT) campaigns for sustainability and design excellence in the World Heritage City of Bath and also runs four museums. As a membership organisation we liaise closely with members and prospective members. This role will work to deliver a positive membership experience, being the first port of call for membership applications, renewals and enquiries, assisting with members events, and maintaining the membership database.

Our Board of Trustees, Leadership and all staff are committed to the principles of Equity, Equality, Diversity and Inclusion (EDI) and this commitment runs through all of our work and services. The Membership Administrator will be required to demonstrate and uphold these principles and commitment.

Reporting to: Marketing and Communications Manager. The postholder will also be working with staff throughout BPT, including the Front of House Teams and the CEO.

Job purpose:

- Administering membership communications, renewals and events.
- Being the first port of call for member enquiries.
- Maintaining the membership database.
Providing admin support, responding to enquiries from the public and ensuring the smooth running of the BPT offices.

Terms & Conditions

Salary: The salary for this role is £8,736 per annum (Full Time Equivalent salary of £21,840)

Working hours: Part-time, 2 days per week (14 hours) Flexible days/hours are negotiable as long as the hours can be worked between the hours of 9am and 6pm, Monday-Thursday. For example you could work a 2-day week 9am-5pm, or spread the hours over 3 shorter days if preferred.

This role is forward-facing (based on-site) as it involves direct member communications, over the phone and occasionally in person.

Location: your primary office base will be The Schoolhouse, Countess of Huntingdon's Chapel, The Paragon, Bath BA1 5NA and you will be required to work in any of BPT's locations.

Contract: permanent after successful completion of probation period

Benefits of working at Bath Preservation Trust:

- Positive, collaborative, inclusive working culture
- 35 hour working week (full time)
- Flexible working hours (subject to agreement and the requirements of the job)
- 34 days paid annual leave (including public holidays), pro-rata'd for part-time employees
- Employee Assistance Programme
- Higher than statutory minimum company sick pay
- Cycle to Work scheme
- 0% loans for public transport season tickets

Job Description

The main activities of the role are described below. This is not intended to be an exhaustive list of duties but a guide to the main priorities. The post holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post. They are expected to use their judgement about priorities within the overall purpose of the role.

Key responsibilities

- Monitoring of BPT communications including answering the telephone, opening and cascading post, responding to BPT emails. Act as the main contact for BPT members, responding to telephone and email enquiries.
- Maintain the Membership database and other records so that all data is up to date, accurate and in compliance with General Data Protection Regulations (training provided).
- Assist with the administration of members' events and the AGM including invites, liaison with speakers/guides, booking venues and handling ticket sales as applicable.
- Assist at occasional member / marketing events as required (as much notice as possible will be given if these events fall outside of typical work hours, and time worked outside of standard hours can be taken as lieu in arrangement with line manager)
- Work with BPT Finance Team on annual renewals of membership subscriptions and Gift Aid reclaims.
- Send regular print and digital member communications, including the Annual Review and newsletters.
- General administrative support for BPT offices and museums across all sites including functions such as printing, monitoring supplies and ordering stock.

General

- Attend staff meetings as required
- Liaise with all BPT staff as required

- Alarms/Security/Health and safety with the support of the Facilities Manager
- Be committed to best practice in health and safety and access and ensure familiarity with event licencing.
- Uphold the working values and expectations of BPT in relation to policy, guidance, Health and Safety and Safeguarding and fulfil this expectation in relation to all staff, trainees, visitors and other people engaged with activities.
- Carry out other duties relevant to your post as reasonably required by your line manager. From time to time, this will include events that take place on weekends and evenings.

Person specification

Essential

- Experience delivering administrative tasks (e.g. writing and mailing letters, database input/maintenance)
- Demonstrable excellent verbal and written communication skills, both print and electronic
- Strong administrative skills with high attention to detail
- Ability to use standard Office software (Word, Outlook, Excel, Outlook) to a high standard
- Mature attitude especially in relation to confidentiality
- Flexibility and willingness to assist across the organisation
- Good organisation skills, experience providing professional communications, good team player and can work flexibly to support colleagues as needed

Desirable

- Demonstrable interest and enthusiasm in developing BPT's administrative function
- Practical experience of working in an office environment
- Knowledge and understanding of data protection and GDPR
- Interest in and understanding of heritage charities

The post will be self-supporting in a small organisation. Flexibility, ability to communicate at all levels and a proactive 'can-do' attitude will be necessary.

About Bath Preservation Trust

Bath Preservation Trust (BPT) campaigns for and promotes the conservation, sustainable enhancement and celebration of the unique historic built environment and amenity, green setting and global contributions of the City of Bath as a World Heritage Site. At our heart are the principles of informed advocacy, learning for all, and the provision of authentic heritage experiences at our four museums, through partnership working and online.

We believe Bath deserves excellence in design and contemporary sustainable development which is inclusive of all people, and improves social and economic opportunities without compromising our unparalleled built heritage and natural environment.

Our museums and collections provide inspiring experiences, learning and insights from the past which help people deepen their knowledge through narratives expressed appropriately, knowledgeably and equitably.

We:

- Promote our commitment to sustainable development for Bath and demonstrate the value of heritage in a changing world
- Advocate and campaign for the total public realm, a healthy environment and a thriving living city
- Champion forward-thinking and appropriate sustainable architecture and design worthy of the World Heritage City of Bath
- Continue the successful innovative development of, and increased access to, our museums through careful growth and targeted promotion
- Encourage and enable Bath citizens to take an active responsibility for the future welfare of the city via membership, volunteering and support
- Provide opportunities for learning for people of all ages in all areas of our work, supporting personal wellbeing and social inclusion

Fundamentally, we are an organisation which seeks positive and constructive solutions to the present and future threats faced by Bath, its rural environs and the people, communities and businesses it supports. Working with expert volunteers, BPT reviews hundreds of planning applications each year, challenging inappropriate development and engaging with B&NES Council and developers to influence positive change. Informed advice is provided to homeowners about planning applications for historic houses and listed buildings.

BPT is also a major provider to the tourist economy, as we own and run museums and educational activities at [No. 1 Royal Crescent](#), the [Museum of Bath Architecture](#), [Beckford's Tower and Landscape](#) and the [Herschel Museum of Astronomy](#).

With more than 1,000 subscribing members, BPT was founded in 1934 to conserve the city's unique architectural heritage and challenge unsustainable development. Our advocacy and campaigning work has saved hundreds of listed buildings from demolition, enhanced the public realm, and added value and improvement to new developments.

Our Values and Culture

The culture and activity of Bath Preservation Trust is led by the common values we share and these demonstrate what all people can expect when they engage with our advocacy and campaigning, visit our museums, events or learning activities, or work with us.

Authentic We convey information accurately, honestly and with care, engaging with and representing the voices and +involvement of others alongside our own areas of expertise, as a reliable and trusted heritage charity.

Engaged We are an active leader, collaborator and contributor in the community of Bath and its rural environs, and connected to communities of interest and heritage networks across the UK and internationally.

- Inclusive** We seek to engage with as wide an audience as possible, providing accessible, safe-space museums and experiences. We are advocates for growth and development in Bath which is affordable, accessible and which supports the local economy, environment and population.
- Informed** We are committed to lifelong learning for all as a valuable tool to increase understanding and knowledge and to support the health and wellbeing of people. We also learn from others to gain insights and shared knowledge about the past, the present and the future, and the way we deliver our services.
- Responsible** We are responsible custodians and communicators of the charitable aims of BPT, the stories contained within our museums and collections, and of our role in Bath. We advocate for positive and sustainable development of the city and its environs and to limit the impacts of climate change.