



## Volunteer & Membership Manager – Job Description

**Job title:** Volunteer & Membership Manager

**Type:** Part-time 4 days a week (32 hours)

**Contract Type:** 1-year fixed term with possibility of renewal

**Salary:** £28,080 pro-rata

**Reporting:** Museum Manager

**Closing Date:** 15 August 2025

**Management / Supervision:** Volunteers

**Key Relationships:** Retail Manager

### About us

The Museum of East Asian Art (MEAA) is an independent educational charity, dedicated to sharing the stories and histories of communities from across East and Southeast Asia. Based in a converted Georgian townhouse in Bath, MEAA was founded in 1993 by Brian McElney OBE. Today, it holds a collection of over 2,000 objects from East and Southeast Asia – including Neolithic pottery, ceramics from Imperial Chinese kilns, jade, lacquerware and bamboo carvings.

### Purpose

This is an exciting time to join our small and dynamic team and offers a unique opportunity to shape the future of both our volunteer and Membership programmes. You will be passionate about working with people, and responsible for nurturing our existing volunteer and Friends communities. You will be highly organised and self-motivated, and have experience in developing and delivering volunteer programmes. Our volunteers play a vital role at the Museum by enhancing the visitor experience and supporting our programme of activities and events. With an exciting new programme of engagement activities planned, we are keen to attract and support more volunteers to help deliver our vision of connecting cultures through art.

Our Friends also play a key role in supporting the Museum and, with the right strategy in place, there is great potential to build on this loyal base, develop a larger and stronger community of Friends and improve income generation from this programme.

### Main Duties and Responsibilities

The Volunteer & Membership Manager is responsible for developing and managing the Museum's Volunteer Programmes and Membership (Friends) Programme.

- Building on the Museum's current Volunteer Programme, you will develop and deliver a Volunteer Strategy with the aim of improving the programme and increasing the number of volunteers supporting the Museum
- Alongside this, you will manage the Membership Programme, and develop and implement a Membership Strategy to increase the number of Friends supporting the Museum

**Volunteer Programme (approx. 75%)*****Volunteer Management:***

- Manage the volunteer programme acting as a first point of contact for volunteers, and prospective volunteers
- Recruit, induct and support volunteers at the Museum, ensuring that all relevant checks are carried out and that all volunteers receive the same standard of care
- Arrange with the Museum's Curatorial Consultant to deliver online and in-house training on the collection for staff and volunteers and develop a robust and ongoing training programme
- Administrate the volunteer programme using Better Impact's volunteer management software, ensuring secure storage of volunteer data
- Manage volunteer communications including regular newsletters and email correspondence
- Support the wellbeing of volunteers through annual reviews, celebration initiatives and development opportunities
- Update and maintain volunteer policies and procedures
- Manage the volunteering budget as agreed with the Museum Manager
- Work closely with the Facilities Manager to ensure all volunteer activity meets health and safety standards

***Relationship with Retail Manager***

While the Volunteer & Membership Manager has overall responsibility for managing the volunteer programme, it is essential that you work closely with the Retail Manager who is responsible for managing Front of House. As such, you will:

- Support the Retail Manager in developing the Front of House (FoH) rota and managing FoH volunteers, ensuring that there is ongoing support for FoH and retail operations
- Be trained in the 'back office' of retail operations enabling you to step in when the Retail Manager is on annual leave or otherwise unavailable
- Reciprocally, the Retail Manager will support the administration of the Volunteer and Friends programmes when the Volunteer & Membership Manager is unavailable
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***Programme Development:***

- Develop and deliver a Volunteer Strategy working with other members of the team to identify the volunteer roles required to support different activities within the Museum including front of house/ retail support, gallery guides, learning and events, communications, collections etc.
- Lead on the recruitment of volunteers through developing relationships and partnerships, attending relevant events and marketing the programme through other suitable channels
- Support colleagues to develop and maintain other relevant policies and procedures relating to the volunteer programme, ensuring best practice and the implementation of any required legal standards
- Engage in ongoing consultation with volunteers on what they want to gain from the programme, adapting the programme as appropriate
- Monitor the success of the volunteer programme through data collection, evaluation, feedback and reports, and use this to improve the programme and support future developments

***KPIs:***

- Development and delivery of the Volunteer Strategy
- An increase in the numbers of volunteers active in the museum

- Volunteer satisfaction and feedback

## **Membership Programme (approx. 25%)**

### ***Membership Programme Management***

- Manage the Membership Programme acting as a first point of contact for Friends, and potential new Friends
- Administer the programme using our CRM system—Donorfy—including updating donor information, processing renewals, logging subscription payments and other activities as required
- Ensure the effective delivery of the membership scheme including timely renewals and accurate communications, including monthly e-newsletters
- Process new applications and renewals, send out welcome packs/ thank you letters and membership cards
- Ensure that all staff are aware what the Programme offers, and that all FoH staff and volunteers know how to process applications on the till
- Ensure Friends receive invitations to activities and events that fall within their benefits

### ***Membership Programme Development***

- Develop and deliver a Membership Strategy with clear targets for achievement and income generation
- Consult with members of the team on developing and implementing a promotional strategy for the Membership programme
- Work with members of staff and volunteers to promote clear and consistent messaging
- Monitor the success of the Friends programme through data collection, evaluation, feedback and reports, and use this to improve the programme and support future developments

### ***KPIs:***

- The development and delivery of a Membership Strategy
- The numbers of new Members recruited and improvements in income generation
- Membership satisfaction and feedback

## **Essential Knowledge, Skills and Experience**

- Experience of implementing and managing membership schemes
- Experience of managing volunteers including induction, ongoing people management, and review and exit procedures
- Experience of identifying volunteering opportunities and working with colleagues to develop and recruit them
- Knowledge of relevant policies and legislation, including those relating to safeguarding, equality, disability and data protection, and an understanding of how they relate to volunteer programmes
- An understanding of Health and Safety requirements and how these relate to volunteer programmes
- Experience of working with databases and spreadsheets (or similar) to manage volunteer data, rotas and other administrative information

## **Desirable Knowledge, Skills and Experience**

- Experience of developing initiatives to increase participation of underrepresented and minoritised



groups in volunteer programmes or other activities

- Experience of developing partnerships to support and deliver volunteer opportunities
- Experience of working with people with additional needs and supporting them to access volunteering opportunities
- An interest in East Asian art or art history

## Person Specification

- Excellent people management skills with the ability to lead, motivate and inspire others
- Highly motivated, organised individual able to work both alone and as part of a team
- Excellent time management skills and ability to juggle a varied workload
- Commitment to EDI and accessibility
- Good customer service skills, and ability to engage with a variety of clients on a day-to-day basis to encourage engagement and build relationships
- Good verbal and written communication skills, and experience of communicating with a range of audiences
- Ability to work towards targets and to evidence progress for KPIs and reporting
- Ability to manage discrete budgets

## The Museum's culture and ethos

The Museum encourages initiative and, through a culture of team-working and inclusivity, we support each other in different ways to deliver our vision of connecting cultures and challenging perceptions through an excellent engagement experience.

All members of staff contribute to visitor services by assisting Front of House on a rota basis including lunch-breaks and when the Retail Manager is on annual leave. We also work Saturdays on a rota basis, ensuring that there are sufficient members of staff in the building whenever we are open to the public.

## Benefits

- Generous annual leave allowance of 36 days including Bank Holidays (pro-rata)
- 5% employers pension contribution
- Employee Assistance Programme
- Enhanced company sickness policy
- Cycle to work scheme
- Flexible working where possible

## How to Apply

The Museum of East Asian Art is an equal opportunities employer and we wish to reflect the diverse communities we serve. Applications from groups currently underrepresented in the industry and those of global majority backgrounds are encouraged and warmly welcomed. Please tell us about any access needs that may present a barrier to you making an application so that we can discuss reasonable adjustments with you; for example, recruitment materials in alternative formats or the ability to make an application in alternative formats; or reasonable adjustments at interview.

Along with the Application Form and CV, please include a covering letter of no more than two sides of A4. Your covering letter will act as your supporting statement, explaining clearly why you are a good fit for the job as described in the job description. Use your covering letter to tell us how you meet the



# MUSEUM OF EAST ASIAN ART

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person specification, addressing each aspect in turn, and provide examples from your paid work that demonstrate how you meet the specification. You may also wish to include examples of experience beyond your paid work, including volunteering, hobbies and leisure interests.

Please email your completed application to [museum.manager@meaa.org.uk](mailto:museum.manager@meaa.org.uk) with '**Volunteer & Membership Manager**' in the subject line.

Deadline for applications is **midnight on Friday 15 August 2025**. We regret that incomplete or late applications will not be accepted.

Interviews will be held in person at the Museum **w/c 18 August** with a likely date of **Thursday 21 August 2025**.