



**Bringing music into people's lives and striving for
a healthier, happier and fairer society**

Membership Administrator
Job Application Pack

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"I was lucky enough to be with you today, and even louder than the magnificent orchestra was the sound of neural pathways zinging and memories forming in the hearts and minds of those awestruck children.

Thank you to all involved!"

Teacher who attended one of our interactive Schools' Concerts

About Bournemouth Symphony Orchestra

We are the orchestra for the South and South West, bringing music into people's lives across the whole region. With classical and 'BSO Pops' concert series in Poole, Portsmouth, Exeter and Bristol, and a vibrant programme of chamber music, we perform in venues of all shapes and sizes – from the grandest concert halls to remote village churches. We also provide the UK's only major digital concert season, streaming 80% of our symphonic concerts from our home base in Poole.

We passionately believe that everyone should be able to experience the joy and transformational power of music. BSO Participate is our team of outreach specialists, dedicated to working in communities across the South West and giving people of all ages and backgrounds the chance to take part in inspirational music-making. Our goal is simple: to improve and enrich lives through the gift of music.

The BSO is committed to fostering an inclusive, supportive workplace where every member of the team feels valued and empowered. We are committed to being an equal opportunities employer and welcome applications from all backgrounds, particularly from those underrepresented in the arts sector. Please note, however, that you must have the legal right to work in the UK at the time of application, as we are not able to provide visa sponsorship.

"The Recovery Orchestra is giving me joy in my life, which means I don't have a relationship with drugs or alcohol anymore."

Member of Bristol Recovery Orchestra, which uses music to support people recovering from addiction

The BSO Development team

We are a successful, award-winning arts charity brimming with exciting future plans. Our work is funded in a variety of ways, including our annual grant from Arts Council England, ticket sales and fundraising.

The seven-strong Development team raises over £1.6m each year from corporate sponsorship, trusts and foundations, gifts in Wills, major gifts and a thriving membership programme. Our members support us because they love our music, feel valued, and understand that their donations have a huge impact: bringing world-class artistic talent to the South West, keeping music alive in schools, boosting the wellbeing of people living with dementia, and so much more.

The brand-new role of Membership Administrator will provide crucial administrative support to ensure the smooth running of our popular membership scheme. With more than 1,000 members, this close-knit community have taken the extra step of supporting the Orchestra beyond simply attending concerts. Membership offers the chance for audiences to get closer to our music, and experience a greater sense of connection with the BSO through a range of exclusive insights, regular updates, and events.

We are looking for an experienced, organised and friendly administrator to support the day-to-day running of the scheme as we seek to further develop, engage and retain members. By supporting our membership community, you'll play a part in sustaining BSO's world class performances and our vital work in the community – helping to change lives through the power of music.

We are open to discussing a range of flexible working patterns for this role. Working hours may be split across 3, 4, or 5 days, to best fit the needs of the right applicant.

*"Atmospheres are transformed when a ward becomes a concert hall, and everyone feels the change.
Nurses dance and patients smile."*

BSO musician reflecting on Music for a While, a project that takes music onto hospital wards

Job Description

Membership Administrator

Reports to:	Development Manager (Membership)
Responsible for:	N/A
Location:	Poole
Nature of contract:	This is a permanent, part time post subject to successful completion of a probationary period of six months. 19.5 hours per week [we are happy to discuss a range of working patterns, with hours spread across 3, 4 or 5 days per week]
Salary:	£23,500-£25,000 depending on experience. Pro-rated to £14,100-£15,000 for 19.5 hours per week

Main Purpose of the Job

Providing comprehensive administrative support to ensure the successful delivery of the BSO's membership programme. Working closely with the Development Manager (Membership), you will administer all aspects of the scheme, acting as a helpful and personable first point of contact for member enquiries while demonstrating a strong commitment to providing first-rate customer care.

Responsibilities

In all areas, the post-holder will be mentored and supported as needed.

Membership Administration

- Using our customer database, Spektrix, administer all aspects of the membership journey, including new member sign-ups, renewals and upgrades, cancellations, and reminders for lapsed members.
- Create the weekly membership card order and organise letter mailings for new and renewing members (using existing letter templates).
- Liaise with external supplier of membership cards to ensure prompt ordering and delivery of new and replacement cards.
- Distribute regular membership communications and publications, including welcome packs, letters, updates, and our supporter magazine *Quarternote*.
- Update the lapsed member log and chase membership renewals in line with processes via email, phone and/or letter as appropriate.
- Maintain an organised filing system of membership and other related correspondence, including new member/renewal forms, Gift Aid declarations, communications from solicitors etc.
- Organise and update archives of printed materials and publications, including *Quarternote*, Annual Review, and other membership communications.
- Support the planning and preparation of membership events. Duties may include preparing guest lists, issuing invitations, recording attendance and preparing event materials as required.

Customer Care

- Respond to membership enquiries in a timely, professional and personable manner through various channels, i.e. email, telephone and post.
- Regular phone calls to non-email members to check-in and keep the connection with the Orchestra strong.
- Chasing lapsed members appropriately and in line with agreed timescales.
- Going the extra mile when communicating with members to improve the overall membership experience and increase engagement.

Financial Processing

- Responsibility for the financial processing of memberships and general donations, including one-off and regular transactions made via Direct Debit and continuous payment authority (CPA).
- Update Spektrix records to accurately reflect donations, renewals and upgrades.
- Liaise with the Finance team to ensure payments are processed promptly.
- Monthly checking of transactions to ensure that memberships are recorded accurately and donations are coded correctly, within deadlines provided.
- Ensure that potential Gift Aid income is maximised through thorough checking of member declarations and customer records.

Database Management

- Input, maintain and cleanse data held in Spektrix ensuring adherence to GDPR guidelines, and interrogating data to generate insights as required.
- Maintain accurate records for members and donors, including: changes in personal details, coding with appropriate tags, contact preferences, event attendance, correspondence etc.
- Undertake research and data analysis of new and existing donors, members and prospects to identify potential interest in BSO's work.
- Run regular reports from the database to establish membership activity and trends.

This job description is not all encompassing. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Person Specification

This is an ideal role for an experienced administrator with a proven track record of working with databases/CRM systems and a passion for first-rate customer service. We're looking for someone who is organised, methodical, has a keen attention to detail and enjoys working with data and maintaining accurate records. Equally as important will be your customer care skills and desire to go the extra mile to ensure an excellent experience for our members.

If you want to work as part of a small, friendly team, have most of the skills outlined and you're eager to learn, we'd love to hear from you.

Excellent organisational skills, ability to juggle priorities and meet deadlines
Essential

Keen attention to detail and ability to maintain accurate customer records
Essential

Strong verbal and written communication skills required to deliver exceptional customer care
Essential

Highly motivated, proactive, and ability to work under own steam
Essential

High level of computer literacy and experience of working with Microsoft Office (especially Outlook, Word, Excel)
Essential

Experience of financial processing and handling financial information
Desirable

Education to degree level or equivalent
Desirable

Interest in classical music
Desirable

Benefits of working for the BSO

The BSO is a great place to work. We're one of the friendliest and most dedicated teams you're likely to encounter; we're passionate about music and how it can change lives for the better. We work hard to create a culture where everyone feels valued and has the opportunity to contribute.

We offer the following package of employee benefits:

- 28 days including Bank Holidays, plus one extra day per year up to a total of 30 days [pro-rated to 17 days, plus an extra ½ day up to a total of 18 days for 19.5 hours per week]
- A further quota of discretionary leave between Christmas and New Year
- Personal Pension (with option of salary sacrifice) with an employer contribution of up to 5%
- Free eye test and contribution to glasses if required
- BUPA cash-back scheme, which covers a range of health and wellbeing treatments e.g. dental bills, physiotherapy, chiropractic treatment
- The BUPA Plan also includes the BUPA Anytime HealthLine providing financial and legal advice, online CBT and face-to face-counselling
- Support in maintaining positive mental health with access to dedicated mental health first aiders
- Generous life insurance, providing life cover of three times annual salary
- Free car parking permit for staff
- Complimentary tickets to BSO concerts and theatre/cinema shows at Lighthouse, Poole's Centre for the Arts (subject to availability)
- 10% discount in the Lighthouse Café