



## ***Membership Officer (60%) Job Description***

IETM is a membership organisation which advocates for the value of the arts and culture in a changing world and empowers performing arts professionals through access to international connections, knowledge and a dynamic forum for exchange.

IETM is committed to diversity, equity, and inclusion and welcomes applicants from all backgrounds.

### **Role**

The role of the membership officer is to guarantee a strong and engaged membership. The membership officer is the main contact for all IETM members and prospective members of the network regarding their membership enquiries, applications and renewals.

The Membership Officer is responsible for a smooth membership administration, sends out invoices, reminders, and follows up on payments.

The membership officer proposes and implements membership development strategies (in collaboration with the Secretary General, Board and Advisers), with a focus on the diversification of the network.

The membership officer is responsible for a good communication with the members, with a focus on informing prospective and new members and introducing newcomers in meetings. He/she also organises feedback and follow-up consultations.

The membership officer maintains an efficient membership administration, including encoding invoices and updating the database, analysing and reporting on the membership evolution and the state of the membership.

### **Accountability**

The membership officer is accountable to the Secretary General, who is his/her Line Manager. The Membership Officer will work in close collaboration with his/her colleagues working in communication, financial management and production of events. Weekly team briefings are taking place. Staff retreats take place 1 – 2 per year and there is a job appraisal once each year.

### **Main responsibilities**

1. Develops and implements tools, channels and activities to ensure a smooth membership sign up and payment process as well as a firm membership engagement.
2. Develop and implement membership recruitment strategies.
3. Ensuring well-informed answers to membership enquiries, cost efficiency and system development.
4. Welcoming and informing new and prospective members, and taking care of sessions for newcomers in plenary meetings.
5. Taking care of the buddy system for newcomers and the travel grant scheme for plenary meetings.
6. Ensuring a sound financial, administrative and data base management, using Odoo (invoicing) and CiviCRM (database).
7. Organising structured feedback after events, national/regional feedback and follow-up meetings (IETM On the Road).
8. Development and implementation of a membership analysis system to ensure regular reporting on the membership flow.
9. Organising the Staff Exchange program for IETM member organisations and its follow-up (feedback and reporting).

### **Competences:**

Administration  
Representation and Diplomacy  
IT skills (CRM)  
Proficiency in English and French  
Team player  
Energy, determination

### **Context**

IETM is one of the oldest and largest of Europe's cultural networks, but young at heart and innovative in its strategies. The network connects 500 professional organisations engaged in the contemporary performing arts from over 50 countries. Its Secretariat in Brussels assures the administration and connectivity of the network and its members, and collaborates with members and other partners to organise the networks' activities, notably the main IETM meetings and selected projects. IETM also initiates projects and initiatives in order to better serve its members' needs and stimulate the sector in general.

### **Hours**

The membership officer is expected to work 24 hours a week. Hours and working days can be flexible to suit the employee – however, will not start before 08:30 and will not continue after 19:30. Weekend work is required for a maximum of six weekends per year (IETM meetings). Travelling may be required from time to time to attend IETM events and to represent the network in key events. Overtime will only be compensated in time off, which can be taken in quiet periods.

### **Wage**

The initial contract will last one year, with the prospect of an unlimited contract after that period. The wage is fixed according to the Flemish salary scales for the performing arts sector (CAO PC 304 - Scale A), based on the years of relevant experience. Luncheon vouchers are given for the days worked.

### **Additional Information**

The IETM Secretariat Team (full job descriptions are available):

Secretary General

Administration officer

Membership officer

Project manager Meetings

Project manager Research and Publications

Production officer

Communication and Policy officer

Communication assistant

Interns (depending on the needs of IETM's projects)

