Heathfield Agricultural Show

MEMBERSHIP SECRETARY

Purpose of Role

Membership subscription is an important part of the Show's income. It provides a foundation income stream and enables people to be part of the Show with additional benefits on Show Day.

The Membership Secretary is responsible for keeping relevant, accurate, up to date records of the Show membership. They are the first port of call for new members wishing to join the Show and they will collect and manage subscriptions and renewals. The role also involves working towards activities which promote membership retention and the generation of new membership.

Summary of Role

The role is busy around membership renewal time in January, the beginning of May when Members' packs are sent out for Show Day and Show Day itself. Otherwise, the time commitment is not onerous.
The membership renewal and application process is managed via SuperShow the Show's management system.

The Membership Secretary appointment is not a voting, Council member although the person filling the role will be a Co-opted Council member.

Reports to

Show Council

Duties

- Respond to all enquiries from potential new members in a timely manner.
- Promote and action Membership renewal on an annual basis from existing members.
- Issue welcome packs and/or welcome emails to new members including an introduction to the Show constitution and rules.
- Maintain an up-to-date database of members using SuperShow.
- Maintain a list of ex-members (i.e. those who resign, are expelled from the Show or do not renew their membership).
- Produce Membership status updates and reports for the Show's Council and Show Coordinator as required.
- Suggest, organise, attend activities to promote and achieve new Membership applications in consultation with the Show Coordinator.

- Organise/ send out activities/emails to promote membership retention and inform members of Show activities ie Show newsletters by email/post as required in liaison with the Show Coordinator.
- Attend Show Council meetings (minimum 4 times a year) and present current, detailed membership reports.
- Attend the Show's Annual General Meeting.
- Provide an annual update on membership numbers, including a breakdown of numbers in each Membership category.
- Oversee and manage Membership payments and Stripe payment/refund queries by liaising with the Show's Finance Officer as required.
- Prepare Membership packs inc badges, car park passes, timetables etc for entrance to Show on Show Day.
- Manage and allocate Disabled Parking spaces in advance of Show Day.
- Be available pre Show week for membership application processing (last week of May).
- Attend Show Day (last bank holiday Saturday in May) to welcome Members to the Show and administer Membership upgrades.
- Put in place a timeline for duties to be undertaken in a timely and consistent way.
- Process any personal data in line with the Show's Privacy Policy and ensure data privacy and GDPR obligations are upheld.

Essential Skills & Qualities

- Good administration and IT skills including word processing and confidence using online data entry systems.
- Good communication skills, especially verbal and written.
- Ability to maintain confidentiality.
- Well organised.
- Ability to build relationships with others, both inside and outside of the Show.
- Willingness to actively seek new membership opportunities.
- Friendly & approachable.
- Enthusiastic with a good knowledge of the Show and its Members.
- Happy to work from home and as part of the wider Show team.

Remuneration
　　To be discussed at interview.

Other information
- The successful candidate will be loaned a Show laptop but must have their own printer should one be required.
- All agreed stationary costs will be reimbursed.