

Position Description

Membership Coordinator



Title of Position	Membership Coordinator
Hours	0.7 – 0.8 (Monday – Thursday)
Responsible to	Operations Manager
Other working relationships	Responsive to a small, agile, executive team
Appointment	Ongoing

OVERVIEW

Guildhouse works with artists, craftspeople and designers, government and industry, to build skills and knowledge. Together, we create opportunities for meaningful, sustainable careers in the creative sector. As the peak body for art, craft and design in South Australia, Guildhouse engages and supports artists with creative and career development programs such as residencies, mentorships, one-on-one advice, tailored business skill development, network development and exhibition opportunities.

The role of Membership Coordinator is at the heart of Guildhouse and is ideal for someone with genuine passion for people and the arts sector who possesses a high level of organisation acumen and attention to detail. This position is the front face of our member-based organisation and as such, the successful candidate will be welcoming to all and field a broad range of enquiries. Day to day tasks include membership and insurance processing, keeping on up to date on membership needs/trends, assisting the coordination of membership events and providing administrative support to our small, fast-paced team.

Our ideal candidate will possess excellent interpersonal skills and enjoy working with people from diverse backgrounds and professions, have experience in using Microsoft's suit of office applications and be willing to learn role-specific operating systems inclusive of data entry and CRM management. You thrive in a people-first, dynamic, work environment.

Guildhouse's small and dynamic team works out of our membership hub at the Lion Arts Centre in Adelaide's creative West End and our head office on Sturt Street. Guildhouse is an equal opportunities workplace and persons who identify as Aboriginal and/or Torres Strait islander, or from other diverse cultural backgrounds are encouraged to apply. Persons with lived experience of disability are encouraged to apply.

BACKGROUND

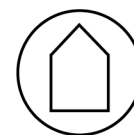
Guildhouse's vision is for artists to have sustainable careers and to be recognised and valued by our community. We are a not-for-profit, incorporated association founded in South Australia in 1966.

Guildhouse has over 1200 members from diverse areas of contemporary visual art practice and all career stages, in addition to arts organisations, government agencies, businesses and Guilds.

guildhouse

Street Address: Lion Arts Centre,
Cnr North Tce & Morphett St, Adelaide
PO BOX 8067 Station Arcade SA 5000
PH: (08) 8410 1822 guildhouse.org.au

Guildhouse Incorporated ABN 75 442 934 320



Artists are central to everything we do:

- We build careers
- We foster excellence
- We take the arts outside of the arts
- We create and nurture opportunities for our members
- We believe in a strong creative sector for all
- We believe in fair pay for artists

Our programs strive to develop artistic and professional excellence, supporting the professionalisation of artistic practice. We develop and promote opportunities that take artists out of their traditional studio practice and support them to extend their work through collaboration, research, and experimentation in new environments, to new and diverse audiences.

We partner broadly to maximise the impact the work we do.

KEY RESPONSIBILITIES

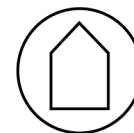
1. Excellent customer service, answering membership and general office enquiries by phone, email and in person
2. Processing and preparing member documentation requests, including member insurance documentation
3. Maintaining up-to-date, accurate member and other stakeholder records across a range of platforms
4. Coordinating member engagement, recruitment, retention and events
5. Provide administrative support to key staff, under the direction of the Operations Manager
6. Anticipate the needs of a well-maintained, sustainable office, including ordering supplies
7. Assist Guildhouse staff with program deliverables
8. Fostering on-going relationships with artists and other industry stakeholders, and leveraging them to achieve positive outcomes
9. Assist the Operations Manager to ensure a welcoming and safe workplace

Some additional hours of work and some out-of-hours work will be required on occasion.

guildhouse

Street Address: Lion Arts Centre,
Cnr North Tce & Morphett St, Adelaide
PO BOX 8067 Station Arcade SA 5000
PH: (08) 8410 1822 guildhouse.org.au

Guildhouse Incorporated ABN 75 442 934 320



KEY ATTRIBUTES AND CAPABILITIES

You are stimulated by creativity, people, and contemporary culture. You have:

1. Excellent written and interpersonal skills
2. Outstanding attention to detail in all that you do
3. The ability to work autonomously and as part of a team
4. Strong time management skills
5. You are inclusive and reliable with a friendly disposition

SELECTION CRITERIA

Essential

1. Demonstrated customer service and administrative skills
2. Demonstrated ability to prioritise workload and competing deadlines
3. High level communication and interpersonal skills, with demonstrated experience effectively communicating at all levels with a diversity of people
4. Demonstrated competencies with Microsoft office software
5. Previous experience with Customer Relationship Management (CRM) system(s), maintaining online databases, communication platforms and mailing lists and events

Desirable

1. Tertiary qualification and/or demonstrable experience in a similar or related role in the creative sector
2. A demonstrated interest in a range of art-forms and in the Adelaide creative sector

APPLICATION PROCESS

Your application should include a CV, covering letter (max 2 pages) addressing the criteria and a minimum of two references.

Applications close Monday 9am, 15 April 2024

Please submit applications to Laura Geraghty, Operations Manager laura.geraghty@guildhouse.org.au

guildhouse

Street Address: Lion Arts Centre,
Cnr North Tce & Morphett St, Adelaide
PO BOX 8067 Station Arcade SA 5000
PH: (08) 8410 1822 guildhouse.org.au
Guildhouse Incorporated ABN 75 442 934 320