

WORK WITH THE CBSO

AUDIENCE & MEMBERSHIPS OFFICER



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The CBSO is looking for a friendly, organised, and proactive person to join our newly formed Audience and Memberships team. This is a varied role sitting at the heart of how we look after our audiences and members – bringing together customer service, membership communications, and concert support into a single brief.

You'll be the day-to-day point of contact for our audiences and members across multiple channels: answering queries, sending communications, and being a familiar face at concerts. The part-time Audience and Membership Officer, handles the administrative side of membership (renewals, records, and fulfilment) which means this role is focused on the outward-facing, communicative work that makes members and audiences feel genuinely looked after.

Attention to detail and a warm, professional manner are equally important here. This role will require regular evening and occasional weekend work.

HOURS: 35 hours per week

HOLIDAYS: 25 Days plus bank holidays

LOCATION: Birmingham based with some hybrid working

REPORTING TO: Senior Audience & Memberships Manager

SALARY: £25,000 per annum

ABOUT THE CBSO

[The City of Birmingham Symphony Orchestra](#) (CBSO) is an internationally celebrated symphony orchestra, at home in Birmingham. A family of 90 incredible musicians, led by Chief Conductor and Artistic Advisor Kazuki Yamada, proud to make exciting musical experiences that matter.

Resident at Symphony Hall, the orchestra performs over 150 concerts each year in Birmingham, the UK and around the world, with music that ranges classics to contemporary, soundtracks to symphonies, and everything in between. For more than 100 years, it has been involved in every aspect of music-making in the Midlands, and through its wide-reaching community and education projects, and family of choruses and youth ensembles, this continues to grow. Helping to build a life-long love of music for audiences, communities and musicians across Birmingham, the West Midlands and beyond.

OUR COMMITMENT TO EQUALITY AND DIVERSITY:

The CBSO is an equal opportunity organisation: we value diversity in our organisation and welcome applications from everyone. We consistently monitor our recruitment process to ensure that individuals are selected based on their relevant merits and abilities and receive equal treatment.

You will be welcomed at the CBSO and will find an inclusive environment where different views and experiences are valued, and everyone is able to be themselves. We recognise and understand the importance of diversity and inclusion and want our organisation to be representative of the audiences, people, and communities we serve.

KEY RESPONSIBILITIES

Customer Service

- Lead on day-to-day customer service for the department, managing inboxes and responding promptly to audience and member queries via phone, email, and social media.
- Be the CBSO's friendly face at concerts, leading on the guest desk and ensuring audience members feel genuinely welcomed.
- Be the day-to-day point of contact with the B:Music Box Office and Front of House teams, liaising on customer service, locks and holds, ticket offers, and concert duty.
- Selling tickets by phone / in person for events at CBSO Centre, coordinating reservations

Communications

- Build and send the monthly member update and other membership communications, working within the framework set by the Senior Audience and Memberships Manager.

- Be a warm and responsive point of contact for member enquiries, ensuring members feel valued and well looked after.
- Work closely with the P/T Audience and Membership Officer on membership delivery, ensuring communications and admin are joined up, and there is support when needed.
- Support the wider team with emails, website updates, and content as required.

Concert and Operational Support

- Support the annual season set-up process, and for individual concerts, coordinating with internal teams and the B:Music Box Office to ensure accurate information is shared and deadlines are met.
- Support in setting up in house box office and ticket sales
- Build and send pre- and post-concert emails and any communications related to concert changes or cancellations.
- Organise staff availability for CBSO Desk Duty

Full Team Responsibilities

- Attend concerts in Birmingham (and beyond) as required
- Support and attend member and organisational events as required
- Work closely with other departments to support the communication of the organisation's wider work
- Actively contribute to wider team objectives, particularly during busy periods such as Season Launch
- Any other reasonable requests made by your line manager

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PERSON SPECIFICATION

Essential

- Experience in a customer-facing role
- Excellent written and verbal communication skills
- Strong attention to detail and ability to work accurately
- Strong IT skills, including proficiency in Excel and Word
- Keen interest in the arts. A proactive, collaborative team player able to manage multiple priorities in a fast-paced environment

Desirable

- Experience of working at live events in any capacity
- Experience within a marketing, communications, or development role or team
- Experience using social media and website management tools
- Experience using ticketing or CRM systems
- Experience using email marketing platforms
- Knowledge of, and passion for, classical and orchestral music

HOW TO APPLY

To apply for the Audience and Memberships Officer Role please send a CV and a supporting statement of no more than two pages of A4 to Hollie Dunster, HR Manager at

hdunster@cbso.co.uk

We ask that you complete the equal opportunities information online when you submit your application. The information collected will be treated as confidential and used for to help the CBSO improve its approach to becoming a more diverse and inclusive organisation. It will not be treated as part of your application.

Finally, please ensure that you have included your contact number and email address, as well as any dates when you will not be available or might have difficulty with the indicative interview timetable.

RECRUITMENT TIMETABLE:

Application deadline: **5pm, 28th September 2026**

Interviews: **Week Commencing 5th October 2026**

If you wish to have an informal discussion about this role, please contact Melanie Ryan, Senior Audience & Memberships Manager on Mryan@cbso.co.uk