

Membership Administrator

Nature of contract:	Part-time, Permanent Role 19.5 hours per week (flexible working across 3-5 days)
Location:	Poole
Salary:	£23,500-£25,000 depending on experience. Pro-rated to £14,100-£15,000 for 19.5 hours per week

Do you have excellent organisational skills, previous administrative experience, and a passion for delivering first-rate customer service? Join the **Bournemouth Symphony Orchestra** as our new **Membership Administrator** and play a vital role in supporting our thriving community of over 1,000 members.

About Us

The BSO is the orchestra for the South and South West, bringing world-class music to concert halls, schools, hospitals, and communities across the region. Through live performances and our pioneering digital season, we enrich lives and believe in the transformational power of music for everyone.

The Role

As Membership Administrator, you'll be the friendly first point of contact for our members and have responsibility for the day-to-day administration of the membership scheme, including: handling enquiries, processing renewals, sending membership communications, and maintaining database records. With your excellent organisational skills, attention to detail, and friendly approach, you'll help strengthen our members' connection to the Orchestra through first-rate customer care.

About You

We're looking for someone who:

- Has strong organisational and administrative skills.
- Enjoys working with data and has good attention to detail.
- Has strong customer service and communication skills
- Can work independently and as part of a team.
- Has experience working with databases/CRM systems and Microsoft Office.

Experience of financial processing and/or an interest in classical music would be an advantage but is not essential.

Why Join Us?

At the BSO, you'll join a supportive and passionate team where your work has real impact. We offer:

- 28 days annual leave (pro-rated), plus extra discretionary leave over Christmas.
- Pension scheme with employer contributions up to 5%.
- Health and wellbeing benefits, including BUPA cashback and access to mental health support.
- Life insurance (3 x salary).
- Free concert tickets and discounts at Lighthouse Café.
- Free staff parking.

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.

How to Apply

To apply for this role please visit bsolive.co.uk to complete the application and send with a Cover Letter and CV to Nicola Fulker at: nfulker@bsorchestra.co.uk by 6pm Monday 20 October

Interviews will take place w/c 3 November.

We are committed to creating an inclusive workplace and welcome applications from all backgrounds, particularly those underrepresented in the arts. Applicants must have the legal right to work in the UK.