

Friends of Dulwich Picture Gallery

Registered Charity No: 803727



Honorary Membership Secretary

Role Description

The Friends of Dulwich Picture Gallery (FDPG) is a registered charity whose purpose is to support Dulwich Picture Gallery. There are currently nearly 6,000 memberships comprising around 8,000 individual Friends. Day-to-day membership administration is handled by a small team of staff and volunteers, using office space, equipment and computer software provided by the Gallery.

The Hon Membership Secretary is required to:

1. Act as an Officer and **Trustee**¹ of FDPG. This will include attendance at bi-monthly committee meetings, the Annual General Meeting and liaison with other officers and committee members as necessary.
2. Develop and implement **Strategy** for the recruitment and retention of members, including developing proposals, action plans and overseeing implementation of specific changes. Prepare detailed operational reports for the committee from data extracts provided by office staff.
3. **Liaise** with Gallery staff as necessary on all matters related to membership, including forecasting, links with patrons schemes, public relations and literature.
4. **Supervise** the administration team, including monthly planning meetings and six-monthly performance reviews.
5. Deal with **Correspondence** of a non-routine nature, such as larger donations and complaints (all routine correspondence regarding membership is handled by office staff).
6. Develop, design and arrange for the printing of membership **Literature**, including membership leaflets, application forms, Gift Aid declarations etc.
7. Recruit, or assist in recruiting, **Volunteers** for the membership office.
8. Work in partnership with the trustee responsible for IT matters, who is responsible for the integrity of the membership database and data compliance issues.
9. Maintain confidentiality in regard to Members' and Patrons' personal data.

The duties listed could be expected to require a commitment of between one and two days per week on average, which can be partly home based.

Person Specification

The ideal person for this role will:

- a) Be able to participate in discussions and key decisions regarding the operation of FDPG.
- b) Be capable of liaising with Gallery staff at a senior level.
- c) Have good interpersonal, presentation and communication skills.
- d) Be a creative thinker with good problem anticipation and solving skills.
- e) Have some experience of managing a small team of staff and/or volunteers.
- f) Have an understanding of budgeting and forecasting.
- g) Be IT-literate to the extent of being able to produce simple spreadsheets or documents.
- h) Support the organisation's equal opportunity policy.

¹ Guidance on the duties and responsibilities of a trustee can be found here:

<https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3/the-essential-trustee-what-you-need-to-know-what-you-need-to-do>