



## **Membership Secretary**

**Role Type:** Volunteer

**Time Commitment:** 2-4 hours per week, with additional time required around auditions and new member workshops

**Location:** Primarily in-person at rehearsals and auditions, with some remote administrative work

---

### **Overview**

Do you love meeting new people and making them feel welcome? As the Membership Secretary, you will be the first point of contact for new and existing members, ensuring that they are engaged, informed, and part of our theatre community. You will handle new member enquiries, oversee the audition process, manage attendance records, and ensure that show and membership fees are collected on time.

This role is ideal for someone who enjoys working with people, is highly organised, and wants to play a crucial role in building a vibrant and inclusive theatre group.

---

### **Key Responsibilities**

#### **Member Engagement & Recruitment**

- Be the first point of contact for new member enquiries, providing information on how to get involved.
- Create a welcoming and inclusive environment for all members, ensuring they feel valued and supported.
- Maintain a database of all current members, updating records as needed.

#### **Auditions & Casting Support**

- Assist with organising and managing show auditions.
- Communicate audition results to successful and unsuccessful applicants in a professional manner.

- Ensure that all successful applicants complete necessary membership and fee requirements.

### **Attendance & Fees Management**

- Keep an up-to-date attendance register for rehearsals, classes, and shows.
- Be the designated point of contact for members notifying absences.
- Ensure that all membership and show fees are collected and accurately recorded.

### **Communication & Member Wellbeing**

- Act as the first point of contact for any concerns or queries from cast members.
  - Work closely with the Production Team to ensure cast members receive necessary information.
  - Keep members informed about upcoming events, rehearsals, and theatre activities.
  - Create and send a members newsletter at least quarterly.
- 

### **Skills Required**

- **Strong interpersonal skills** – Ability to engage with members, provide support, and foster a welcoming environment.
  - **Organisational skills** – Ability to manage membership records, track attendance, and ensure smooth audition processes.
  - **Excellent communication skills** – Clear and professional verbal and written communication when dealing with members.
  - **Confidentiality and discretion** – Handling sensitive information such as audition results with professionalism.
  - **Basic financial management** – Comfortable tracking payments and ensuring membership fees are collected (training can be provided).
  - **Problem-solving ability** – Ability to address member concerns and provide solutions.
  - **Attention to detail** – Ensuring that records, fees, and communications are accurate and up to date.
  - **Proactive approach** – Willingness to improve engagement and create a positive membership experience.
- 

### **KPIs (Key Performance Indicators)**

- New members receive a welcome and introduction within one week of registration..
- Audition results are communicated within the agreed timeframe.

- Attendance records are kept up to date and accurately maintained.
  - Membership and show fees are collected on time with minimal outstanding payments.
  - Member queries and concerns are addressed promptly and effectively.
- 

### **Why You'll Love This Role**

If you enjoy making people feel welcome and want to be at the heart of a creative community, this is the perfect role for you. You'll play a key part in making our theatre group a supportive and inclusive place, where every member feels valued. Whether you love meeting new people or enjoy keeping things organised behind the scenes, this role gives you the chance to make a real impact while being part of something fun and rewarding.