

## JOB PACK

---

**Role:** Membership Administrator

**Contract type:** 1-year fixed term (potential renewal, subject to funding)

**Reports to:** Operations Lead

**Rate of Pay:** £13.50 p/hr

**Working Hours:** 15hrs p/wk (Monday, Wednesday and/or Friday)

**Location:** The company's offices at St Paul's Learning Centre, Bristol

**Starting:** 01 July 2024 (TBC). This role is subject to 3-month probation period.

### About Us

We are the Misfits, a unique Bristol-based theatre and social group, led by our members, People with Learning Disabilities (PWLD). We evolved from a drama group at a local day centre formed in 2000 to an established Charitable Incorporated Organisation (CIO) in 2016. Our mission is to improve the life opportunities and aspirations of PWLD, to challenge their discrimination in society, and to prevent them from becoming socially excluded.

Based at St Paul's Learning Centre since November 2023 (previously at Hamilton House 2010–2023), we currently have 50 individual members (PWLD), who elect Trustees each year at our Annual General Meeting (AGM). We also have 3 part-time staff, 3 part-time co-workers (PWLD) and 5 freelancers.

We have a Steering Group made up of 8 members, 2 Trustees (1 PWLD) and 2 Staff. They have met quarterly, since 2015, to oversee the planning and running of our creative sessions and collate feedback and evaluation from activities and performances. This ensures consistent monitoring of outcomes and a direct voice from our members at Trustee meetings, giving our organisation real direction.



## What we do

We develop and deliver activities to help PWLDs enhance their creative practice, allowing them to share their stories and make an impact. We host four affordable weekly workshops with experienced freelance artists that focus on expression through drama, poetry, movement, and wellbeing. Our members create, perform, and devise original work based on their experiences and interests. The resulting content and performances are heartfelt, funny, and moving. Our creative exhibitions and performances have been featured all over Bristol, breaking down barriers for PWLD and increasing visibility in the mainstream art world. Our work has been showcased across Bristol venues, including The Wardrobe Theatre, Bristol Old Vic, Bristol Beacon, Central Library, Arnolfini, M-shed, Bristol Museum, Harbour Festival and featured on BBC Radio 4, Radio Bristol, and Bristol BBC news.

Our performing group has been providing unique and creative training and performances for the NHS, Bristol universities, and the Council since 2005. We deliver commissioned face-to-face training to 2,500 medical students and professionals a year in the Bristol area, addressing challenging issues, like relationships and inclusion in the workplace, by describing how PWLDs want to be treated by the services they use and the professionals they meet. Our outstanding record and reputation are demonstrated by the awards we have received, like the UK Museum & Heritage Award for Education (2012), and the National Lottery Good Causes Award for the Nation's Favourite Arts Project (2013). We received an honorific mention at the Arts & Health Southwest Awards 2015 for our short film 'Confidential Inquiry into Premature Deaths of PWLD', which is used by the Royal College of Nursing, Royal College of Paediatrics, and the NHS 'Patient Stories Week of Action'.

Misfits is also widely known for running Bristol's only monthly club night for PWLD since 2004 – The **Rhythm of the Night** (ROTN). With an average of 100 PWLD, plus friends, each event held at The Trinity Centre offers a safe space where PWLD can dance, socialise, and have fun.



## What we are looking for

We are seeking an individual to join our small but busy team as a **Membership Administrator**.

This person will serve as the primary point of contact for our existing Members (PWLD), ensuring they are kept informed and connected with the organisation.

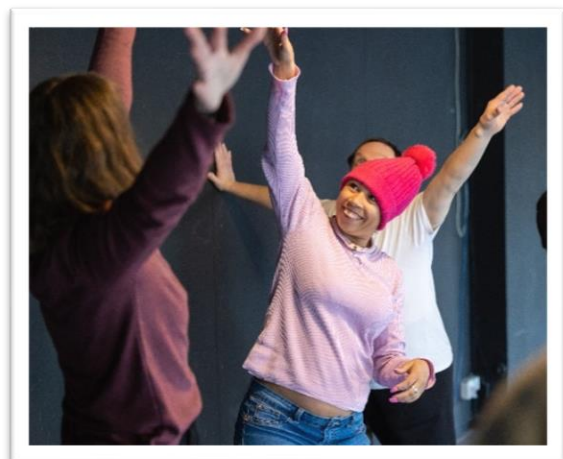
Additionally, the individual will assist in connecting with and welcoming new Members.

We are looking for someone who enjoys problem-solving, establishing systems, maintaining order, and staying organised. The candidate should also be willing to assist with miscellaneous tasks that arise in a small arts organisation.

As a member-led organization, we are seeking an individual who can demonstrate experience or interest in working with PWLD, whether through a paid role, volunteering, or other lived experiences.

The role is a 15-hour position to be delivered during our normal working days (Monday, Wednesday, and/or Friday) to align with our core activities and work alongside existing staff in the office.

Ideally, we prefer someone who can commit to at least two mornings (10 am – 2 pm) with the remaining hours negotiable. While we anticipate that all hours will be delivered on-site at our hub at the St. Paul's Learning Centre due to the nature of the role, we are open to discussing alternative working arrangements if needed.



## Role Description

As a Membership Administrator, you will take direction from the Operations Lead and be responsible for:

### 1. Membership Administration

- Creating an inclusive environment in the Misfits hub at St Paul's Learning Centre
- Maintaining good communication with Members and their support network regarding upcoming activities, term dates and times for workshops (in person, over the phone and via email/text).
- Keeping Members informed of Misfits news and updates as directed
- Keeping track of Membership payments and ensuring that Members' accounts are recorded correctly and up to date
- Collect feedback and monitoring information required for our funders
- Responding to membership enquiries, coordinating interviews and taster sessions for new Members and accompanying paperwork.

### 2. Office Administration

- Responding to general enquiries over the phone and via email, webforms or social media
- Arranging room bookings, taxis and minibuses as required
- Update and create registers for Facilitators and input data to online systems
- Facilitate good communication across the organisation
- Managing stationary orders and small purchases for the team
- Managing systems including databases (i.e. CRMs)
- Sending letters and emails on behalf of the organisation
- Supporting the core team to prepare reports for the Quarterly Board Meetings.



As a Membership Administrator, you will also support the wider Misfits team with:

### 3. Marketing and Communications

- The creation and distribution of the quarterly Misfits Newsletter
- The event administration for the monthly Rhythm of The Night
- Communications with neighbouring tenants, partners, stakeholders and potential commissioners, and attend occasional networking meetings
- Adding information to our website (Wordpress) and social media platforms, as directed
- The delivery of our annual AGM (usually in October)
- Outreach – contacting relevant groups and organisations to share what Misfits services include.

### 4. Fundraising

- Developing relationships with funders, organisations, and individual supporters
- Preparing and/or sending acknowledgement letters of their support and thanking them promptly

### 5. Additional Tasks

This job description is not exhaustive, and you may be asked to support other aspects of our work, like:

- Delivering small events in the Misfits hub including open days and socials
- Accompanying the Team and Members to offsite events such as conferences or performances
- Support to set up and pack down workshops

### The following requirements apply to all roles within the Misfits team

- To provide a warm welcome to new and existing Misfits members, noting and responding to individual needs and wishes, as and when appropriate
- To attend relevant training / professional development opportunities as appropriate
- To undertake occasional evening and weekend work as required, by prior arrangement
- To always adhere to Misfits Policies and Procedures
- Undergo a full induction on existing systems and activities. This will include shadowing workshops and activities to better understand our work.
- All roles are subject to an enhanced Disclosure and Barring Service (DBS) check.

## **Person Specification**

We are looking for someone with the following

### **Attributes and skills**

- Passionate about reducing stereotypes and stigmatisation of PWLD
- Wants to be part of an organisation that supports PWLD to learn new skills, express themselves, build their confidence and live happy, joyful lives.
- Can use their skills to manage systems - learning existing systems but also happy to use their initiative and spot ways to develop and improve our systems where necessary
- Demonstratable skills in communicating with a range of people in person, over the phone, or online (i.e. Zoom), or via written communication.
- Knowledge of creating and using Easyreads and sharing accessible information online would be an advantage.
- Having a passion for performance or the arts, in general, would also be an advantage to give a greater understanding of the work of our Members.

### **Essential Experience**

- Worked with PWLD in a voluntary or paid role
- At least 3 years in an administrative role in a small organisation or equivalent
- Developing effective working relationships
- Proficient use of databases and software such as Excel, Word, PowerPoint, etc.
- Use of Microsoft and Apple Platforms
- Use of social media, uploading content to websites, editing and drafting newsletters

### **Desirable Experience**

- Working in a Charity or Not-for-Profit organisation in either a paid or voluntary role
- An understanding of the needs of working in an arts or community setting
- Managing, designing and creating new systems
- First Aid qualification
- Adult Safeguarding training

## Our Recruitment Process

To apply, please email [sara@misfitstheatre.com](mailto:sara@misfitstheatre.com) the following:

- A copy of your CV (no more than 2 pages)
- A cover letter (no more than 2 pages) that includes:
  - How do you meet the Person Specification criteria
  - How do you propose to work to fulfil the role's responsibilities and duties

**Closing date:** Monday 17 June 2024, 9 AM

**Interview date/time:** Wednesday 26 June 2024, between 10 AM – 5 PM

**What to expect:** We will acknowledge all received applications and let you know by the end of Wednesday 19 June if you have been invited to interview. Interviews will take place at St Paul's Learning Centre and questions will be sent out in advance. Our interview panel is made up of Misfits Members and Staff.

**More information:** We will be hosting a Zoom session where you can meet a couple of the staff team and Members and find out more about the role on Wednesday 05 June 2024 at 2.30 PM.

Please email [sara@misfitstheatre.com](mailto:sara@misfitstheatre.com) to request a Zoom link.

**Access/Reasonable Adjustments:** Please let us know if you have any questions or requirements to enable you to apply for this role.

**Equal Opportunities:** We are committed to ensuring equal opportunities for all. We ask that all applicants complete an Equal Ops Form after submitting their application so that we can better understand who we are reaching. This information will remain confidential and will not be part of the decision-making process.

Thank you for your interest and we look forward to hearing from you!

