

CONTRACT BRIEF

Membership & Administration Officer (Freelance)

Contract:	Membership & Administration Officer
Status:	Freelance contract with ICOM UK
Duration and days:	144 days over 12-months (approx. 3 days per week), potential to extend
Fee:	£190 per day (inclusive of VAT)
Location:	Remote
Reporting to:	Strategic Director, ICOM UK

Introduction

ICOM UK is seeking an experienced administrator with excellent organisational skills to manage our membership process and broader administrative functions. The Membership & Administration Officer is a key role, providing critical oversight for the annual membership renewals process and contributing towards the efficiency of the organisation's operations.

The role is freelance and will sit within the ICOM UK Executive team which includes the Strategic Director and Communications Officer. The role will also require regular engagement with the Co-Chairs and Trustees of ICOM UK and partners.

The role would suit someone with experience of administration in a small charity and/or membership organisation, as well as with strong communication, data management and IT skills. Experience of managing membership databases or CRMs would be an advantage.

About ICOM UK

ICOM UK is the UK's only museum sector membership organisation with a dedicated international focus. As a professional membership body, we connect members based in the United Kingdom and the UK's overseas territories to the global museum community. Through advocacy and participation in collaborative projects and with a lively events programme, ICOM UK actively contributes towards the international heritage agenda. Our bursary scheme is designed to help our members participate in international museum activity.

ICOM UK currently has more than 3,500 members. Our member numbers have grown steadily and rapidly since 2019. Continuing to grow is a priority for ICOM UK, along with ensuring members receive the best possible value through an attractive membership benefits package.

Globally, ICOM consists of 120 national committees, of which ICOM UK is one. Since forming in 1946, membership of the whole ICOM network has grown to more than 60,000 members. Membership benefits include international bursaries, conferences, training opportunities and exchange programmes; access to subject specialist International Committees; access to an online library, practical tools and professional standards; as well as free or reduced-price entry to thousands of museums worldwide.

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ICOM UK operates as an independent charity (CIO) registered in the UK, served by a Board of 14 trustees supported by a small, part-time, freelance team, currently a Strategic Director, a Membership & Admin Officer and Communications Officer.

Key responsibilities:

Membership administration

- Process membership applications and renewals through the established processes (between October and June annually) and systems, including liaison with ICOM's membership department in Paris and International Committees, editing IRIS (ICOM's membership database) where necessary.
- Assess eligibility and validate membership applications and renewals in line with ICOM membership guidance;
- Liaise with the ICOM UK Membership Sub Committee (consisting of trustees and the Strategic Director) on any membership queries;
- Maintain up to date data in the ICOM UK membership database;
- Reconcile membership mailing list (Mailerlite) once a month to ensure new members are added and tagged with the correct membership category;
- Reconcile ICOM UK membership data with the ICOM (Paris) database;
- Calculate membership dues owed to ICOM biannually and make payment.
- Send by post confirmation of new or renewed membership, membership cards and annual stickers to around 3000 members and reconcile membership stickers at the end of the membership year;
- Prepare membership reports for ICOM UK Board meetings, providing updates and interpretation on membership statistics and trends;
- Monitor, track and reconcile membership payments against the Stripe and GoCardless payment accounts and the Xero accounting system;
- Purchase any stationery and postage supplies and take receipt of orders, as required.
- Monitor info@ and membership@ email inboxes, responding to up to 50-60 emails per day in busy periods (October – December);
- Support the issue of regular and relevant communications to ICOM UK members via the website and direct mailout.

Finance

- Raise payments for invoices and seek approvals, issue purchase orders and invoices using Xero;
- Ensure transactions and financial records are reconciled with the bank accounts and up to date on Xero;
- Prepare financial information requested by accountants.

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General Administration

- Provide administrative support for ICOM UK Board meetings, AGMs and any other meetings; prepare papers agendas, collate and distribute papers in advance of meetings, take minutes and follow up meeting actions;
- Maintain up-to-date personal information on trustees including updating the trustee log and notifying the Charity Commission of any changes.
- Assist with preparation of recruitment and procurement processes for new trustees and contractors;
- Oversee the organisation's Sharepoint, including file location and access permissions; ensure that all channels, documents, policies, procedures are archived and managed in a transparent manner and accessible through the organisation's Sharepoint and Teams;
- Attend weekly meetings with the Strategic Director and Communications Officer;
- Attend the Membership Committee, quarterly ICOM UK Board meetings, AGM and other relevant meetings as required.

Location & Equipment

ICOM UK is an office-free organisation and therefore the contractor will be expected to undertake the work remotely, from their own premises.

The contractor will be required to have access to their own IT equipment to enable them to fulfil the requirements of the contract, including a laptop/PC, access to the internet and phone, and a printer capable of approximately 4000-5000 prints each year.

The contractor will be expected to provide their own basic stationery / materials that they require for the contract. Printer cartridges, paper, envelopes and postage will be covered by ICOM UK.

Insurance

The contractor is required to hold professional indemnity (£1m) and public liability (£1m) insurances for this contract. You will be asked to provide evidence of insurance prior to appointment.

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Responding to the Brief

Contractors are asked to submit the following in response to the brief:

- A statement outlining your motivations for applying, your suitability for the role and examples of similar experience (max 2 sides of A4)
- A CV
- Details of two referees we may approach prior to appointment

Submissions should be returned by email to info@icomuk.org with 'MEMBERSHIP & ADMIN OFFICER' in the title by **9am on Monday 13 October 2025**.

Interviews will take place in w/c 23 October 2025

To arrange an informal discussion about the contract brief in advance of the deadline, please contact Kristina Broughton, Strategic Director: strategicdirector@icomuk.org