



Edinburgh Open Workshop

Membership Engagement Officer

Location:	Edinburgh, Leith
Salary:	£25,000 Pro-Rata (£16,00 PA)
Contract:	Part Time, Permanent
Hours:	24 hours a week
Flexitime:	Yes
Work from home:	No
Job Share:	Considered
Closing Date:	Monday 23rd February 2025
Interviews:	3rd - 7th March 2025
Proposed Start:	April 2025 (flexible dependent on candidate)

About Us:

Edinburgh Open Workshop (EOW) is an innovative, creative co-working space, offering membership-based, Pay-As-You-Go access to workshop facilities, machinery, power tools, hand tools, workbenches, fabrication space, textile bays and long-term resident maker space, studios, and office space. A not-for-profit social enterprise that is expanding, we are Edinburgh's only open-access workshop, supporting a community of over 300 hobbyist and professional makers, designers, and creatives.

We are a Social Enterprise. We believe in supporting creative business and the creative economy; at our heart is the drive to make creativity and creative learning accessible to all. We are looking for a Membership Engagement Officer to our small close-knit team and support the Development Team in managing and administering our memberships and member programming.

About you:

Do you believe that all creative business deserves to thrive? Are you a good communicator and relationship-driven; enthusiastic, with a passion for engaging people across multiple channels? Do you combine strong organisational skills with an ability to think creatively? If so, then this could be the role for you!

You should have a working knowledge of the creative sector, its joys and its challenges. You will champion the work of EOW and of its member body; maintaining our existing member networks, building new ones, and driving engagement; increasing the breadth and depth of the support services we offer and forging strong relationships with members.

This role is ideal for someone who wants to expand their knowledge, skills and experience in a small, friendly and busy team.

**Key Responsibilities:**

- Responding to general enquiries, nurturing prospective members, onboarding new members, and maintaining relationships
- General admin and data entry in the CRM and office systems and the shared calendar
- Processing new members, renewals & retention; leading membership meetings, ensuring that member paperwork is up to date
- Taking payments
- Working with the workshop team, facilitating the customer journey from tour or course participant, to membership
- Maintaining internal communication, including the management of the resident member newsletter, and supporting the external newsletter with the Development Team
- Supporting the research and work of the Development team; highlighting our members and their achievements, creating social media shares and 'shout-outs', and managing our Members groups across social media
- Promoting the company's ethos and services

Required Experience:

- Ability to collaborate well with humans
- Proven ability to plan strategically
- Strong organisational skills and the ability to prioritise effectively
- Strong written and verbal communication and negotiation skills, ability to build rapport
- Proven computer literacy skills and experience
- A friendly outlook and enjoy working as part of a team

Desirable Experience:

- Experience in Customer Relationship Management and associated systems and admin
- Knowledge of the current creative scene and excellent sectoral awareness
- Some experience working in a similar role but training will be given and this is the perfect role for someone who is well organised, has an eye for detail, and has good communication skills
- Relevant professional qualification(s)

Personal Qualities:

- Self-motivated and proactive, can come up with new, imaginative ideas
- A high level of personal drive and energy
- Calm and confident with excellent interpersonal skills
- Ability to negotiate, collaborate and be flexible in a fast-changing environment

Note:

No agencies please.

To apply, please send either a CV and cover letter, or a short introductory video to:

tash@edinburghopenworkshop.co.uk