



Brass Bands
England

Job Pack | July 2026

Membership Manager



Welcome from our Interim CEO

Hello, and thank you for your interest in joining Brass Bands England.

Brass Bands England promotes, represents and supports brass bands across the country. We are a voice for our bands and our players and we are passionate about the life-enhancing benefits of this vital part of our culture.

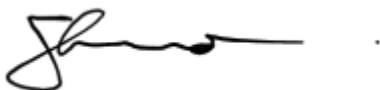
We're one of Arts Council England's Investment Principle Support Organisations. As part of this we provide support to brass bands, and the wider music and arts sector, to support the sector to excel in music-making, increase participation, and connect with communities.

We work with a wide range of partners in both strategic and informal ways to help share the fun, challenges and rewards of being involved with a brass band. We promote and share the brass band story and encourage the support of bands across the country.

In 1968, we started life as the British Federation of Brass Bands. Our aim was to support brass bands throughout the UK and help them build a strong future. More than 50 years later, we are still supporting brass bands, their members and promoting the wider brass band community.

We have a talented staff team based at our HQ in Barnsley and further afield. You'll be joining the BBE team following a period of change and refocus, but what hasn't changed is a passionate and experienced group of people who are all working for our bands and our sector.

Best wishes,



Sarah Baumann

Membership Manager

About the role

Reporting to the CEO, the Membership Manager will play a central role in attracting, retaining and serving Brass Bands England's membership base, acting as a key point of contact between BBE and its members. This role is ideal for someone with a strong understanding of the needs of individuals and organisations in the sector, someone who understands the commercial value of membership, and is motivated by making sure every member interaction counts, either online or in person. We are looking for an experienced membership or relationship management professional who combines commercial awareness with genuine passion for the brass banding and community arts sector with the organisational skills to deliver across a varied and busy role.

Contract Type	Fixed Term Full Time until end of March 2028, with the intention to extend, pending confirmation of funding.
Working Hours	35 hours per week
Salary	£35,000 per annum
Location	Based at the Brass Bands England office in Barnsley, with hybrid working available. Travel expected across the country.
Place in organisation	This role reports directly to the Chief Executive Officer, and line manages Membership Services Officer(s) and Content and CRM Officer. This role will also work closely with the Head of Fundraising, Development and Engagement and the Marketing and Communications Officer.

Key responsibilities

Membership engagement growth and retention

- Drive expansion of BBE's memberships, delivering initiatives and strategies that reach all groups of current and prospective members, including proactive marketing, data analysis and direct communication via phone, email and in person visits
- Maintain contact with members through meetings, member engagement groups, visits and surveys to understand member needs and how BBE can best support the sector
- Encourage maximum take up of additional services to agreed KPIs
- Monitor member satisfaction and member retention providing regular feedback reports to the CEO
- Own complaint and resolution processes

Membership value proposition, offer and benefits

- Maintain positive working relationship with third parties offering member benefits, commercial partners and relevant sector organisations
- Research and develop new member benefits and services in collaboration with the CEO

Member systems and renewals

- Oversee the operational running of the membership team, ensuring an effective and efficient member journey, including joining renewal processes
- Develop and maintain appropriate service levels, standards, response and resolution times
- Manage, maintain and optimise BBE's CRM system, liaising with third-party developers as required

Member insight, research and data

- Undertake and review results from member research activity to contribute to strategy planning and to manage the implementation of changes to services as agreed with the CEO

Communications

- Oversee all member communications such as welcome packs, renewal communications, members newsletter, social media and website copy - ensuring it is clear and compelling
- Lead on gathering case studies and success stories to promote and champion our members

Outreach and support

- Represent BBE at industry events including meetings, contests, festivals and tradeshows, and forge new partnerships to further BBE's profile
- Work with the wider BBE team, and external advisors to provide relevant and up to date advice and support on a range of matters

Person specification

Relevant Experience	Essential	Desirable
Experience in a membership or trade union body in a similar role	<input checked="" type="checkbox"/>	
A track record of promoting products, services or membership propositions and demonstrating commercial value	<input checked="" type="checkbox"/>	
Experience managing and optimising CRM systems	<input checked="" type="checkbox"/>	
Experience producing written reports		<input checked="" type="checkbox"/>
Knowledge	Essential	Desirable
Passion for the brass band or community music sector	<input checked="" type="checkbox"/>	
Knowledge of the software systems used by BBE (iMIS, Google Workspace, Zoom, Canva, Xero, Airtable)		<input checked="" type="checkbox"/>
Skills	Essential	Desirable
Excellent customer service skills, with the ability to prioritise and respond to needs promptly and professionally	<input checked="" type="checkbox"/>	
Commercial negotiation skills	<input checked="" type="checkbox"/>	
Excellent attention to detail	<input checked="" type="checkbox"/>	
An ability to plan, prioritise and work to tight deadlines	<input checked="" type="checkbox"/>	
An ability to work as part of a team and act professionally and respectfully	<input checked="" type="checkbox"/>	
Skills	Essential	Desirable
The ability to travel across the UK to attend events	<input checked="" type="checkbox"/>	
Able to undertake occasional evening and weekend work	<input checked="" type="checkbox"/>	
Commitment to inclusion, diversity, equity and access	<input checked="" type="checkbox"/>	

How to apply

Applications can be submitted via the [Membership Manager application form](#). As part of this form you will need to provide a covering letter (up to 400 words) detailing your suitability for the role, and upload an anonymised CV. Candidates will be shortlisted on the basis of the person specification.

Please ensure that your suitability in reference to this criteria is addressed in your application. If you require any further information about the role please contact jobs@bbe.org.uk in the first instance.

Applications close on **Wednesday 29 July at 9am** with interviews taking place on **Tuesday 4th August** at the Brass Bands England office in Barnsley.

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application or, (if you are selected for interview), at the interview stage, please email us at jobs@bbe.org.uk and the Operations team will get in touch with you.