

**Volunteer role**

As the organisations Membership Officer, you will be integral in supporting us in moving into working better with our members and will support the Gatwick Aviation Museum's (GAMC) Senior Leadership Team (SLT), in achieving the charity's aims, goals and business objectives.

The Membership Officer will support the ongoing development and delivery of GAMC's Membership program. You will support the charity to deliver stronger member communications and drive member management and technical administration, through your skills and experience. The ideal candidate will have an excellent track record of managing member relationships and the development of membership in a member association. You will have strong experience within member communications and administration, and delivering commercial, digitally driven strategies.

**Responsibilities**

- Supporting in all aspects of the new members' application process ensuring that new members receive a prompt and high-quality service.
- Support with developing the renewal process and retention of members
- Segmentation of data and management of administrative processes
- Support member communications channels drafting copy and messaging for campaigns including renewals and attraction.
- Help to define 'best practice' with our customer service and membership calls to attract and retain members
- Assist the charity in ensuring that all membership communications are accurate, timely and follow our brand guidelines.
- Monitor membership feedback, comments and suggestions to ensure continuous improvement and growth
- Update GAMC website content to promote and maintain membership
- Help to maintain social media channels relating to membership attraction and retention.

This role has been newly developed to support the charity's ambition to create a more robust membership program. Although a membership program is already in place, there is a big opportunity for the new Fundraising Manager to really help push the charity forward.

GAMC acknowledges that this is a part time volunteer role only and NOT a full/part time paid position. We will accept any time you can provide to support us in this role.
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**Our History**

Founded in 1987, Gatwick Aviation Museum began as a private collection, acquired by local Surrey businessman and philanthropist Peter Vallance.

An advocate of history, Peter found the people, development, and stories behind aviation fascinating, and it was in 1999 that he decided to formulise the Museum into a Charity, opening its doors to the public to share his passion with the community.

**Our Future**

Today the Gatwick Aviation Museum funds and supports the education of British aviation, engineering, and English Heritage. The Museum acts as a valuable educational resource, that provides vital support to a number of schools, youth associations, families, children and young people within our community.

**Our Vision**

We aim to inspire passion, learning and development in an enjoyable environment, that will provide a platform, to gain crucial skills and experience, through our collections, engineering projects, fundraising initiatives, educational events, and workshops, to support our mission to provide more opportunities that supports those, who aspire to join the industry that exists today.

**Our Mission**

To create an exciting and engaging aviation museum environment, that offers visitors a relevant, unique, and memorable experience. A museum where families, friends, children, and enthusiasts can come together to explore, discover, and learn through our varied collection of incredible aircraft and aviation exhibits.

**Museum Culture**

As a small charity, nestled behind Gatwick Airport within the green space of Charlwood village in leafy Surrey, we like to consider ourselves a welcoming group of committed, enthusiastic and positive people. Whilst we share enthusiasm, respect and appreciation of the industry and history of aviation in various capacities, we equally share the same outlook for those within our organisation, and the skills and experience that every member of the team contributes.

Having a positive, upbeat, and energetic attitude to tasks and especially when engaging with our visitors is key. You must be willing to engage with us in a proactive, flexible, and open-minded way, whilst being reliable and committed. Having a volunteer group that are good and trusted 'all-rounders', here at the Museum are all qualities that are important to our culture and working environment.

GAMC is fully committed to equity, diversity and inclusion. We want this to be reflected in the diversity of the people who volunteer for us and we welcome applications from people from all backgrounds, identities and abilities.

**APPLY BY EMAILING:** [Volunteer@gamc.org.uk](mailto:Volunteer@gamc.org.uk)