



Together we make it V&A

V&A South Kensington
Membership Assistant

V&A

Reports to	Membership Operations Manager
Department	Commercial
Line Management	No direct reports
Principal Location	V&A South Kensington
Hours	36 per week
Salary	£25,541 p/a pro rata
Contract	10 months fixed term





Who we are

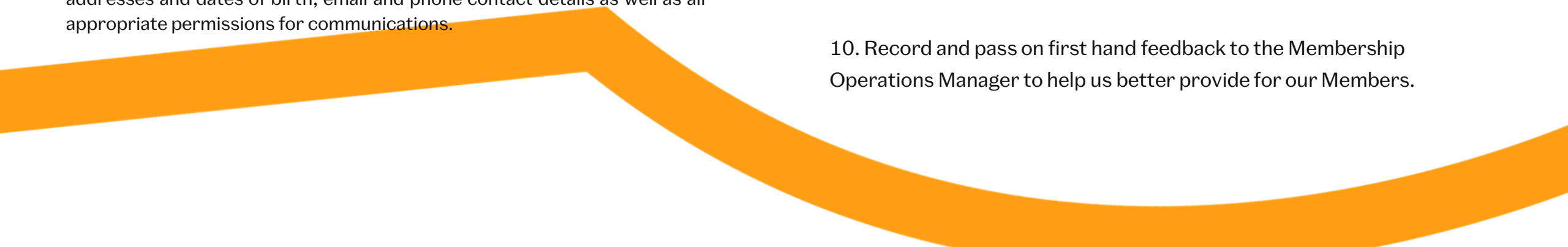
The V&A is a family of museums dedicated to the **power of creativity**. Our mission is to **champion design and creativity** in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere. We share a 5,000-year-old story of creativity through **exhibitions, events, educational programmes, digital experiences, conservation, research**, and an ever-evolving national collection of over 2.8m objects spanning **every creative discipline**.

The Membership team sits within the V&A's Commercial Department, reporting to the Commercial Director.

The V&A is committed to creating a world class visitor and learning experience across all its sites and collections while looking to diversify and increase private and commercial funding sources. V&A Membership is a key facilitator in achieving these aims and therefore the growth of Membership is vital to the Museum's success.

About the role

The post holder will work across front of house customer facing positions as well as fulfilling office administrative tasks. They will be responsible for proactively converting visitors and exhibition ticket buyers into engaged Members in collaboration with the Visitor Experience and Retail teams. The post holder will also provide service support to existing V&A Members via email and phone. Regular weekend work is required.

1. Give consistent, world class customer service to all Members and visitors at V&A South Kensington, and via phone and email.
 2. Drive Membership sales and contribute to team targets for Membership acquisition and retention.
 3. Respond to email enquiries quickly and efficiently. Carry out administration as required, including updating the CRM database with details of new Members, mailings, Direct Debit fulfilment and other tasks.
 4. Work within departmental guidelines on computer security, record keeping and data protection (Data Protection Act). Ensure the accurate and safe recording of personal, payment and Gift Aid information.
 5. Achieve high standards of data capture, including Gift Aid declarations, addresses and dates of birth, email and phone contact details as well as all appropriate permissions for communications.
 6. Keep up to date with the website and events programme to ensure familiarity with the user experience, ticket/Membership purchasing process and the current Membership offer.
 7. Attend and contribute to daily briefings with colleagues and other teams.
 8. Collaborate with the Visitor Experience, Retail and Catering teams, and Membership Volunteers, to ensure provision of world class customer service.
 9. Ensure all Membership sales locations are well stocked with relevant material, leaflets and general information.
 10. Record and pass on first hand feedback to the Membership Operations Manager to help us better provide for our Members.
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What we're looking for

You add the person information

- Excellent standard of written English and numerate with ability to perform straightforward numerical/financial transactions.
- Ability to manage and prioritise a high workload and multiple complex issues and tasks in a changing environment with tight deadlines.
- Exceptional verbal communication skills and ability to adapt approach to different groups.
- Strong, demonstrable sales and customer service skills in a busy environment.
- Strong organisational skills, with the ability to demonstrate an interest in process and order, and to work within administrative systems and databases.
- Responsive and confident. Calm under pressure.
- Demonstrable ability to use own initiative, take responsibility for tasks and complete efficiently, with meticulous attention to detail and high standards of presentation.
- Interest and commitment to the work of the V&A, knowledge of the arts in the UK, and an understanding of Gift Aid.
- Open to change, new ideas and suggestions. Looks for opportunities for improvement and self-development.
- Respects others' expertise, time, perspectives and contributions. Works with others in a collaborative, understanding and engaging way.
- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity



Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

Disability Confident

We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.



What we offer you

We want to support you and your well-being throughout your employment journey, so we provide a competitive range of benefits such as:

- **29** days of holiday plus public holidays each year (pro-rata if you work part time)
- Competitive defined contribution pension scheme offering up to 10% contribution from the V&A
- Life Assurance of 4x your annual salary
- Family-friendly policies (for example, enhanced maternity and parental leave, paid carers leave)
- Interest free loans for your travel to work and rental deposits
- Cycle to work scheme
- Exclusive access to My V&A Benefits – an app bringing together all your V&A Benefits, retail discounts and wellbeing benefits on the go!
- Employee Assistance Programme – free and confidential services to support your wellbeing
- Complimentary tickets to V&A exhibitions for you, your friends or family
- 25% discount in all our V&A shops and on-site cafés
- Free entrance to many other major museums and exhibitions



What next

Apply here

[Vacancies at the V&A · V&A](#)

Application Deadline

23.59 Sunday 2 March 2025

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

Interview/Assessment days Friday 7 March 2025

Potential Start Date Monday 7 April 2025

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk



Thank you

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