POSITION AVAILABLE: **Head of Membership Department**

Permanent contract Start date: 15 February, 2016 Year salary : 35 K€ gross

**Presentation of ICOM (International Council of Museums)**

**ICOM** (International Council of Museums) is an international non-governmental organisation formally affiliated with UNESCO. ICOM is the unique international organisation representing museums and museums professionals. It encompasses:

* A network of over 35,000 museum professionals worldwide
* A forum bringing together representatives of 137 countries
* A think tank made up of 115 National Committees and 31 International Committees
* International public service missions

**Website :** [**http://icom.museum**](http://icom.museum)

**Job description**

At the ICOM General Secretariat, with a permanent staff of 24 employees, and reporting to senior management, the Head of the Membership Department oversees the quality of relations with members and the proper management of the department.

Team management

* Lead and supervise a 4-member team
* Organise and monitor the team’s missions and workload
* Establish priorities and anticipate peaks in activity
* Ensure cohesion within the department
* Facilitate senior management/team communication

Steering of activity:

* Ensure proper management and adaptation of administrative procedures (verification of eligibility, registration, membership, etc.)
* Supervise and monitor the payment of membership fees
* Optimise activity, strengthen membership in new National Committees and the recruitment of new members
* Ensure member satisfaction by delivering exacting services
* Administer the member database and oversee its continual improvement

Interactions with Committees, senior management and other departments

* Reporting: prepare statistics on membership, develop and monitor the department’s performance indicators, draw up summary documents
* Ensure the proper circulation of information
* Oversee relations with National and International Committees, Regional Alliances and Affiliated Organisations concerning membership
* Respond to the needs of other departments in terms of the member database and keep them informed of possibilities

**Qualifications**

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| **Education:** B.A./M.A.  **Experience:** 5 years minimum – participative management  ***Aptitudes:*** *Interpersonal skills, sense of organisation* | ***Skills:***  *Fluent English and French, Spanish a plus*  *Command of Excel*  *Database expertise*  *Knowledge of statistics* |