

26 website manager & membership administrator

The role

26 is a not-for-profit membership organisation – a collection of people who care about words and the power they have, in both business and in life. UK-based with members all around the world, we run projects and host events and workshops to inspire 26ers and connect them with like-minded people. Over the past 20 years, we've partnered on creative projects with organisations such as the British Library, Imperial War Museums, the V&A and PEN International. We've been increasingly drawn to projects supporting environmental and social causes, with recent partners including the Wildlife Trusts and Fine Cell Work.

We're looking for a **motivated, word-loving technical whizz** to fill a critical behind-the-scenes role for our organisation. Someone to keep our membership system and communications in order and our websites firing on all cylinders.

The time commitment is around 20 hours a month at £17.50 an hour. You'll also be able to attend any of our events or training workshops as a perk of the job. And, of course, you'll become well known to and much appreciated by a lively community of successful business communicators.

Some months there's less work, and others more - for example, when a project is running and the project website needs creating and populating, posts need uploading daily and the project emails sending out. The newsletter email goes out monthly on the 26th, so most months you'll need to be available around the 24nd/25th to upload the articles and schedule the newsletter. There is flexibility around holidays, when the newsletter can be scheduled in advance.

Skills

Essential

- Great organisational skills and attention to detail
- A way with words
- Excellent working knowledge of WordPress – ability to create new project WordPress websites and maintain the existing ones, keeping all themes and plugins up to date.
NB. We have plans to update our website soon, which could possibly mean moving away from WordPress, so if you have experience with other CMS, let us know.
- Ability to send all member emails and monthly newsletter via Mailchimp
- Ability to edit images for the websites and newsletters, using free or owned software.
- Good working knowledge of digital payment and event-management platforms like PayPal and Eventbrite

Ideal

- Ability to feed back on website performance using Google Analytics or equivalent.
- Basic website design skills
- Knowledge of CSS (useful when creating new websites for projects)
- Confident user of social channels like Twitter and Instagram
- Able to attend quarterly board meetings virtually.

Job description

Monthly

Admin

- Respond to email enquiries from members and enquiries sent through the contact form on the website.
- Send 'all member' emails to the membership using Mailchimp

Membership accounts

- Keep a thorough record of members' accounts, including logging when an account automatically renews and chasing payment if the automatic payment fails.

Website

- Keep WordPress plugins and themes up to date
- Monitor security emails for hacking attempts

Monthly newsletter

- Upload posts to WordPress website
- Upload posts to Mailchimp newsletter with links to full website articles; schedule send for 26th of each month
- Keep newsletter distribution list up to date with current members only

Quarterly

Admin

- Upload documents to Google Drive and keep copies of projects documents and board meeting minutes and documents

Reporting

- Feed back on website stats to board using Google Analytics account (or equivalent).
- Feed back on newsletter stats to board using Mailchimp reports
- Feed back on membership figures to board using membership spreadsheet

Occasionally

Website

- Review the site performance and make recommendations for how to improve it

- Upload and edit website content via WordPress – articles, events and shop products

Projects

- Maintain the 26 projects website – <https://26project.org.uk/>
- Add new project websites when a new project is launched
- Upload project work to the corresponding website and schedule posts to publish individuals' work

26 Books

- Respond to orders on the 26 website and send out books in the post
- Keep records of postage