

ASDC Membership and Operations Officer

Job description

Job title: ASDC Membership and Operations Officer

Location: Bristol (with option for hybrid working as required)

Contract: 3 days per week (min. 1 day in the office), 12-month contract

Reports to: Chief Executive and Business Manager

Starting salary: £30,000 pro rata

About Association for Science and Discovery Centres (ASDC)

ASDC is the national charity that brings together the UK's major science engagement organisations to play a strategic role in the nation's engagement with science. Within our network are over 50 of the nation's largest publicly accessible science centres, discovery centres, science museums and scientific bodies. Our vision is for a society where people are intrigued, inspired and involved with the sciences. To achieve this, we work in close partnership with staff at all levels in our member science and discovery centres and museums. We also promote close collaboration and connection across the wider science education and engagement ecosystem, working with various stakeholders such as charitable trusts, research councils, Government departments, industrial partners, wider networks, youth and community partners and charities across the UK.

Position overview

Our mission is to champion our members, bringing them together to achieve collective impact and reach through connection, advocacy and insight. We're looking for an organised and proactive Membership and Operations Officer who can hit the ground running and support the team to achieve this mission. This new role will be ideal for someone who enjoys nurturing partnerships, juggling responsibilities, improving systems, and working closely with people across a national network. The successful candidate will support the smooth running of our membership offer, internal operations, and ASDC events (online and in person).

Key responsibilities

Membership management:

- Keep membership and partner application forms updated
- Process and track new membership applications and approvals
- Lead the annual membership renewal cycle
- Reach out to and onboard new members, national partners and associate members
- Maintain regular communication with our ambassador network
- Identify and onboard new ambassadors in collaboration with the team
- Manage and update membership and ambassador records in database
- Recommend and introduce tools to enhance member engagement and experience
- Suggest updates and enhancements to the ASDC membership offer

Association for Science and Discovery Centres
101, QC30, 30 Queen Charlotte Street, Bristol, BS1 4HJ
Reg. charity: 1129312

Conference and event co-ordination:

- Manage onboarding and communications with conference sponsors and exhibitors
- Oversee the bursary process from promotion to allocation
- Coordinate travel and accommodation for the team
- Design and manage conference and event feedback surveys
- Suggest ideas and speakers for monthly forums that support connection across the ASDC membership

Office operations:

- Oversee day-to-day office administration, including ordering supplies and equipment
- Support the CEO in maintaining and updating staff policies, handbook and records
- Manage contracts with office suppliers and service providers
- Support with compliance for GDPR, Health & Safety, and other statutory requirements
- Keep internal files organised, support with digitisation where needed
- Assist with updates to the organisation's website
- Identify and implement digital tools and systems that streamline team processes and internal communications

About you

We're looking for someone who thrives on getting things done and keeping everything running smoothly. You'll have excellent attention to detail, be confident talking to members on the phone, in person and as part of online meetings. Strong written communication and people skills are essential, as is the ability to balance multiple priorities. This role operates in a fast-paced, dynamic environment with high delivery standards. We're looking for someone who can adapt to evolving needs without compromising quality, demonstrating initiative and self-direction.

Essential skills and experience:

- Proven experience in a membership role
- Relationship building skills
- Proven experience of office administration
- Proficiency in using Microsoft Suite and ability to learn new software
- Strong attention to detail to ensure accuracy and consistency in communication materials, including grammar, spelling, and formatting
- Excellent organisational skills
- Ability to work independently as well as collaboratively

Desirable skills and experience:

- Previous experience working for a science and discovery centre, museum, charity or non-profit organisation
- Keen interest in STEM
- Understanding of diversity, equity, inclusion and accessibility in the workplace and online

What we offer

- A creative, friendly team environment
- A role that makes a national impact across the science engagement sector
- Flexible working arrangements
- City centre office with good public transport links
- Opportunities for professional development
- Health care cash plan

Hours

This will be a part-time role, with minimum hours of three days per week, 7.5 hours per day. We have a conveniently located office in central Bristol, 15-minute walk from Temple Meads station.

This role is predominantly office based. Following probation, we can offer flexible working hours with the option for hybrid working. Please talk to us about your requirements.

Diversity, equity and inclusion

ASDC has a strong commitment to Equity, Diversity and Inclusion (EDI), we believe in creating a work environment where everyone feels welcome, respected and supported. We value the positive impact greater representation will have on our organisation, programmes and culture and welcome applications from people of all lived experiences. We want to work with you to ensure the recruitment process is accessible for you, please contact us if you have questions about ASDC, our accessibility or recruitment process.

How to apply

Please email your CV along with a covering letter or short video outlining why your skills and experience would be a good fit for this role to admin@sciencecentres.org.uk with 'Membership and Operations Officer' in the subject line. Please note only applications with a covering letter or a video will be considered for this role.

To apply for this role, you must be eligible to work in the UK.

Closing date: 31st July

Interviews will be held on 14th and 18th August in-person at the office in Bristol

Start date: 22nd September 2025