



## Project Manager, members relations

Salary: 28,000 SEK/Month

Contract: Full-time (40 hours a week) appointment based in Sweden.

Start date: As soon as possible

Reports to:

The Director of Finance and Administration

Works with:

Colleagues within the Trans Europe Halles Office, the network members and associate members, prospective members.

### **Main purpose of the position:**

The post-holder will work closely with the Managing Director, the Finance and administration director and the entire coordination office team to communicate up-to-date information about TEH members and associate members, their governance, transformations, practices, needs and issues.

The role will be collecting and transmitting relevant requests and data as required, refining, developing, and overseeing the membership recruitment process, designing retention strategies and loyalty programs and will assist the Finance and administration director in monitoring the yearly payment of membership fees.

The project manager, member relations will animate the life of the network and constantly improve internal communications. The post holder will work closely with the Senior project manager in charge of research, innovation and services development in understanding the member's needs, co-designing and providing them with the services they need to thrive as independent arts and culture centers, community hubs, social justice and sustainable urban transformation spaces.

The role will implement TEH's commitment to improve its members' agency through networking, advocacy, public awareness, and capacity building.



**Trans Europe Halles is a pan European network with more than 135 members in 39 European countries in every part of the continent initiated by citizens and artists.**

We have been at the forefront of repurposing industrial and commercial buildings for arts, culture and community uses since 1983. TEH members are multidisciplinary spaces that combine artistic and social activities, as they believe that arts and culture have the power to transform people, spaces and societies.

The coordination team consists of 11 skilled and motivated people from different professional backgrounds and origins (Europe, Asia, Middle East and Africa), and a long record of international experience. TEH's communication language is English.

**The Project manager, member relations is expected to:**

- Update and maintain membership records
- Create, develop and implement data collection and analyze systems
- Create and implement long and short-term membership renewal campaigns for members.
- Create and implement prospective member solicitation programs for associate members.
- In coordination with the Senior project manager in charge of communications, create efficient, targeted and non-invasive outreach systems for members and animate the life of the network (TEH coffeehouse, Telethon, convivial times over meetings...)
- In coordination with the Senior Project Manager in charge of research, innovation and services development, promote the empowerment of TEH members and ensure that all of them, regardless of their size or their geography can make a valuable contribution to the network, by researching their individual needs and constantly seeking to make adapted service improvements.
- Develop an action plan for services design and implementation.
- Assist members with day-to-day requests
- Assist colleagues with event production for the network (conference logistics, online events, etc.)



## Desired Skills & Expertise

- Strong verbal and written skills
- Ability to engage, entertain and create cohesion in groups of people
- Very organized and reliable. Experience of delivering projects, events (online and IRL), and reports to a specific timeline
- Interpersonal skills, flexibility, patience, humor and empathy
- Capable of working independently and as part of a team
- Willingness to share own ideas
- Ability to prioritize and follow through effectively
- Experience of data collection and analysis
- Interest in and commitment to the philosophy and values of the organization
- Interest in and understanding of the specificities of the independent arts and culture sector in Europe
- Experience of working in an international environment.

## Qualifications

- A Bachelor's Degree or equivalent qualifications
- Proficiency with Microsoft Office including MS 365, Outlook, Word, and Excel; familiarity with Filemaker desirable
- High level of written and spoken English
- Other European language(s) desirable

Trans Europe Halles is an equal opportunity employer that values all knowledge and cultures, and we are committed to the advancement of women, visible minorities, and people with disabilities.

We strongly encourage all candidates from these designated groups to apply for our career opportunities.

**If this job description sounds like something you will succeed at, send your application —CV and cover letter— to [jobs@teh.net](mailto:jobs@teh.net) by **27 March 2022**.**