

Job Title: Member Services Manager

Location: London/Remote Hybrid

Salary: £30,000-£35,000 pa depending on experience

Length of Contract: Permanent

Company Profile

The [BPI](#) champions the UK's recorded music community, safeguarding the rights of its members and of the artists, performers and label members of collecting body [PPL](#). The BPI's membership consists of hundreds of independent music businesses and the UK's three 'major' record companies – Universal Music UK, Sony Music Entertainment UK and Warner Music UK. Its total membership taken together accounts for around 85 per cent of legitimate domestic music consumption and 1 in 10 streams around the world.

The BPI promotes British music at home and overseas through its trade missions, the [Music Exports Growth Scheme](#) and [The BRIT Awards](#), which it owns and organises. It administers [The BRIT Certified Platinum, Gold and Silver Awards Programme](#), co-owns the [Official Charts Company](#) with ERA, and is home to [The Mercury Prize](#). The BPI encourages and supports innovation and technology, and additionally provides insights, training and networking with its extensive free masterclasses, networking events, *Insight Sessions* and reports alongside its communications and public affairs work.

The BPI is committed to [diversity, equity and inclusion](#). In support of this, the BPI is working closely with its members and industry partners, as well as its [Equity and Justice Advisory Group](#) (EJAG). The

BPI's community engagement, focussed on education & wellbeing through the power of music, is directed through [The BRIT Trust](#).

The BPI is values led in all the work it does. At the BPI we are Championing, Collaborative, Accountable and Trailblazing.

www.bpi.co.uk

The Opportunity/Job Description

The BPI is looking to recruit a dynamic and skilled Member Services Manager to create a breadth of engaging member activities to empower BPI member companies with all the skills needed for their continued development.

Reporting to the Director of Member Services, the successful applicant will manage the BPI's Membership activities and key relationships across the UK to engage with the wider UK Music Industry.

The Members Services Manager will be part of the the BPI strategy group and work with BPI colleagues as they actively promote the BPI and its objectives, brands, projects, and relationships across its platforms alongside the rights, interests and reputation of its record label and other members and of the wider recorded music sector.

This role could be well-suited to a candidate with experience of working in a label, label services or distribution environment who is looking for an opportunity to shine at a prestigious organisation.

The role will include domestic travel to approximately 4-5 events a year with typically up to three nights away on each as well as some evening out of office hours work at London based events. The BPI provides capped time off in lieu (as opposed to overtime). The BPI is looking for someone to start in the role as soon as possible and is

offering a competitive salary package with full BPI benefits including a flexible working policy.

Key Responsibilities

- Be the first point of contact for most BPI Member queries and resolve or redirect as appropriate in a timely manner.
- Handle processes and queries around member renewals and onboarding, working with relevant BPI teams, including legal and finance, as relevant
- Plan and implement events and meetings for BPI members, keeping them relevant, and up to date with current industry trends and the business needs of our membership.
- Working with the BPI communications team, ensuring BPI members are communicated with regularly and kept abreast of BPI and industry matters.
- Communicate the benefits of BPI Membership to potential new members and the wider industry. This may include identifying and recruiting new members from around the UK.
- The role involves attendance at industry events and networking opportunities, as an advocate on behalf of the BPI and as part of the team's ongoing member engagement and communications work. Assisting the Director of Member Services with the administration of other projects and events as necessary.

Ideal Experience

- Experience in planning and delivering meetings, conference activity and networking events online, in-person, and hybrid
- Experience using systems such as customer relationship management (CRM) and marketing platforms to manage relationships and advertise events
- Experience of working in a record label, distribution or label services environment could be an advantage, but is not a pre-requisite

Key Skills and Competencies

- Ability to organise engaging and inclusive meetings and member events to suit a range of BPI members
- The ability to listen empathetically to members' issues and react accordingly to assist and support them
- A keen, inclusive and professional communicator with a strong sense of integrity and who can build relationships consistent with BPI's values – internally, among members and externally
- Strong organisational skills and confidence working to high standards with a focus to deliver on priorities – whether working as a self-motivated individual or as part of a team
- Engagement with professional development and an interest in developing your skills and talents, with the potential to grow into the role
- Versatility of approach – able to navigate different ways around an opportunity or issue and develop creative solutions in order to achieve a goal.
- Possesses a love of music of all types

Salary and Benefits

- Salary £30,000 -£35,000, depending on experience
- Performance-related bonus
- Three days of personal volunteering time per annum
- Private Medical Insurance
- Permanent Health Insurance
- Life insurance
- A hybrid work environment with flexible working policies
- 25 days annual leave plus bank holidays

Equal Opportunities & Diversity

The BPI is an equal opportunity employer and any decision to appoint will be made solely based on candidate merit and business need.

We actively encourage the best possible candidates to apply, regardless of their gender, race, age, disability, sexual orientation, religion or political belief. We believe that representation matters, and we are passionate about developing a diverse workforce at all levels of the organisation. We warmly encourage applications from historically under-represented groups, including but not limited to candidates from Black, Asian or ethnic minority backgrounds; members of the LGBTQIA+ community; people who identify as non-binary or gender nonconforming; people with a disability; and people who are neurodivergent.

We welcome applications from Deaf and disabled people. If you have a disability or additional need that requires accommodation during the process of application and selection, please do not hesitate to let us know when applying. Reasonable adjustments we can make include, but are not limited to, extra time during tasks, using a different video conferencing application, providing a British Sign Language interpreter or holding the interview at a specific time of day.

Application Process

We know that applying for a new job can be full of uncertainties and we look to provide upfront information where possible. Our process for recruiting this role will comprise a minimum of four and maximum of five stages. After each stage, we will contact you as

soon as possible to inform let you know if you will be progressing to the next stage.

The closing date for applications is 26 January 2025.

Stage 1

- Submit a CV and cover letter each totalling no more than one side of A4 [here](#). These will be considered on a name blind basis by our recruiters. Following your application, you may be invited to a pre-screening call with our recruiters. Calls will take place on a rolling basis week commencing **27 January 2025**.

Stage 2

- 45-minute virtual interview with the Director of Member Services and a BPI Independent Council Member to be held the week commencing **3 February 2025**. Interviews can be scheduled flexibly if needed.

Stage 3

- A strategic and/or practical task to be prepared in advance will be set for stage 3 candidates around the arrangements needed for planning member meetings/events and relevant speaker topics.
- 60-minute in-person interview with the Director of Member Services and Chief Strategy Officer to be held the week of **24 February 2025**, part of which will be to discuss the prepared task.
- Although this role is London/hybrid based, at the BPI, we recognise that talented individuals come from across the UK,

and we do not want financial challenges to be a barrier to attending in-person interviews. The BPI covers travel expenses for final interviews for candidates whose home address falls outside the M25. More information can be found in the Travel Expenses policy. If you have any questions, please speak to your recruiter.

Stage 4

- Employment offer, subject to reference