



STAVROS
NIARCHOS
FOUNDATION
CULTURAL
CENTER

ΚΕΝΤΡΟ
ΠΟΛΙΤΙΣΜΟΥ
ΙΔΡΥΜΑ
ΣΤΑΥΡΟΣ
ΝΙΑΡΧΟΣ

Membership Program Manager

Designed by the architectural firm Renzo Piano Building Workshop, the Stavros Niarchos Foundation Cultural Center (SNFCC) is a sustainable, world-class cultural, educational and recreational urban complex that includes the new building facilities of the National Library of Greece and the Greek National Opera, alongside with the Stavros Niarchos Park. It was constructed through a grant from the Stavros Niarchos Foundation and was transferred to the Greek State in February 2017.

SNFCC Single Member S.A. is a public benefit organization, responsible for the maintenance, operation, and management of the Stavros Niarchos Foundation Cultural Center and the Stavros Niarchos Park, while at the same time, developing its own cultural, educational and sports programming, open to all and free of charge, thanks to an exclusive grant from the Stavros Niarchos Foundation.

SNFCC Single Member S.A. is an employer that provides equal opportunities, through prohibiting discrimination against employees or candidate employees regarding their race, skin color, religion, nationality, ethnic origin, gender, age, disability, marital status, sexual orientation or any other category protected by the law. SNFCC Single Member S.A. ensures that all candidates will be treated equally with accordance to their qualifications and the conditions laid down by the law.

The **Membership Program**, which is under the Development Division, is a means of supporting SNFCC's financial sustainability and the dissemination of its vision. Its aim is to develop a community of supporting Members, in which everyone will be actively involved. To this effect, the Program offers opportunities for meeting and interaction through specially curated privileges for its Members, including those in collaboration with the Greek National Opera (GNO) and the National Library of Greece (NLG).

SNFCC is seeking a candidate to fill the position of an **SNFCC Membership Program Manager**, reporting to the Development Director. The **ideal candidate** will set the strategy and the plan for the implementation of the overall operation of the Membership Program and team, according to the SNFCC's vision. He/she is primarily responsible for attracting new Members and maintaining existing ones. The SNFCC Membership Program Manager will define the specifications, set the objectives, supervise and coordinate all Program activities—from design to implementation and/or completion. He/she proposes changes, improvements and additions to reflect the set KPIs and corresponding strategic outcomes.

Key Duties and Responsibilities

- Plan and coordinate the overall strategic positioning of the Membership Program, according to SNFCC's vision and related key strategic objectives, contributing to the financial sustainability of the Organization
- Monitor the implementation of the strategy within the relevant timeframes; ensure meeting the corresponding targets for new subscriptions/renewals
- Supervise the operation of the different functions of the Program and the provision of all benefits to the Members, aiming at the smooth operation of the Program
- Propose and coordinate the Program's offering to Members and the editing of the monthly program of events and benefits, in collaboration with the GNO and the NLG
- Propose and contribute to drafting the communication plan, the identity and other seasonal or ad-hoc promotional activities (online and onsite)
- Coordinate designing the materials for the Program and supervise the management of materials procurement
- Supervise the development of new Program features or individual elements
- Propose and contribute to the development of the Information and Communications Infrastructure (ICT) of the Program (CRM, database), to meet needs on an ongoing basis
- Ensure that all activities of the Program (online and onsite) comply with relevant legal requirements (GDPR, tax documents, etc.), and ensure the preparation, renewal and preservation of required legal/tax documents
- Define the specifications and supervise the creation of Member service processes, and document them in the Visitors Experience Team operation manual (onsite, online, phone); intervene in individual Members' management issues, whenever required
- Manage VIP Members and represent the Team in internal and external meetings
- Regularly conduct market research and recommend solutions, improvements and growth opportunities, as required
- Foster collaboration with the GNO and the NLG, as well as with other organizations, for purposes related to the development of the Membership Program
- Prepare and monitor the annual budget (revenue/expenditure projections), and maintain an up-to-date record
- Coordinate interdepartmental cooperation between different departments of the organization towards achieving all the above objectives
- Prepare reports and presentations on the progress of individual functions (financial data, use of Members' Benefits, etc.)
- Develop ad-hoc projects relevant to the Membership Program

Requirements

- University degree in Business Administration, Economics, or other relevant field (e.g., project/ product management, marketing)
- Postgraduate degree
- Any additional specializations will be considered an asset

- Proven track record of at least 5 years' experience in a related post, e.g., loyalty schemes, patron membership programs, etc.
- Experience in project/product management with multiple stakeholders, and/or in audience development activities
- Familiarity with managing multiple activities simultaneously, with attention to detail
- Familiarity with data analysis, reporting and presentation creation
- Experience in CRM management and database analysis
- Experience in relationship management, client engagement, sales and marketing activities
- Experience in the Culture sector is an asset
- Excellent command of the Greek and English languages in speaking and writing; knowledge of a second foreign language will be considered an asset
- Excellent knowledge of MS Office, particularly Excel and PowerPoint

Soft and Hard Skills

- Ability to focus on specified goals and meet deadlines
- A proactive approach to ongoing Program activities, aimed at generating positive experiences
- Analytical and synthetic thinking
- Experience in interpersonal communication and productive team management
- Strong team spirit and coordination skills
- Experience in audience management, crisis management and problem-solving
- Interest in the Arts and Culture sector
- Creativity and innovative thinking

Application Procedure:

- The submission deadline is May 2, 2023, 16:59 EEST.
- Candidates must submit their resume and a brief letter of interest [HERE](#).
- All applications will initially be assessed by an independent human resources consulting firm. Interviews with shortlisted candidates will follow. All candidates will be notified in writing of the recruitment process completion.
- All SNFCC facilities and offices are fully accessible to Persons with Disabilities.