

CRM & Membership Administrator (Freelance)



Pay: £13.00 to £14.00 per hour (dependent on experience)

Hours: 7 hours per week (with genuine opportunity to grow)

Contract: Freelance

Location: Hybrid – predominantly home-based, with fortnightly online/telephone meetings and monthly face-to-face meetings in Bristol (travel to Bristol meetings not reimbursed)

Start Date: ASAP

About Bristol Academy of Drama

Bristol Academy of Drama (BAD) is a 5★ rated independent drama school offering inspiring, confidence-building drama classes and workshops for children, young people and adults aged 4+.

As we celebrate our 10th year in business, we are incredibly proud to have created a welcoming, creative community where students can find their voice, build confidence and shine on stage.

We are now looking for a **CRM & Membership Administrator** to join our small but ambitious team and play an important role in the continued growth of Bristol Academy of Drama.

This is much more than a traditional admin role. You will be at the heart of our customer journey — helping families discover the benefits of drama, managing our CRM systems, supporting our membership processes and helping us create an exceptional experience for our students and families.

If you are someone who enjoys taking ownership, finding solutions, improving processes and making a genuine impact, we would love to hear from you.

The Role

This is a hybrid role, working predominantly from home. You will be expected to work independently and take full ownership of your workload, while staying closely connected with the team through **at least fortnightly meetings via Zoom (or a similar platform) or by telephone**, alongside **a face-to-face meeting in Bristol approximately once a month** for planning, collaboration, business updates and team connection.

A key part of this role is managing and developing our **Go High Level CRM system**, so a **minimum of one year's hands-on CRM experience is essential**.

We are looking for someone who is confident with technology, enjoys learning new systems independently and can quickly understand how things work without needing significant guidance. Previous experience with Go High Level would be highly advantageous, but we are looking for someone who can use their existing CRM knowledge, initiative and problem-solving skills to make the system work effectively for our business.

Who We're Looking For

We are looking for more than an administrator — we are looking for someone who genuinely believes in the positive impact that drama can have on children's confidence, communication skills and personal development.

You will be someone who is excited to talk to families about what we do and confidently communicate the benefits of Bristol Academy of Drama. You will understand that drama is about so much more than performing; it helps children develop confidence, creativity, teamwork, resilience and the ability to express themselves.

This role would suit someone who enjoys taking ownership of their work, spotting opportunities to improve systems and helping a growing business thrive. You will be naturally proactive, enjoy solving problems independently and take pride in getting things done without needing close supervision.

We are a small, ambitious organisation, so we are looking for someone who wants to become part of our journey. We value people who bring ideas, take initiative and are excited to contribute to our continued growth.

If you enjoy being trusted to "own" your role, work autonomously and make a real difference, this could be the perfect opportunity for you.

What You'll Be Doing

CRM & Systems Management

- Managing and maintaining our Go High Level CRM system, ensuring records are accurate, organised and up to date.
- Reviewing and improving workflows, automations and processes to help the business run more efficiently.
- Identifying opportunities to improve customer communication and engagement.
- Using your CRM experience and initiative to find solutions and make improvements.
- Taking ownership of the CRM and helping us maximise its potential.

Customer Experience & Enquiries

- Being the first friendly point of contact for prospective and existing families.
- Responding to enquiries and helping families understand the benefits of our classes.
- Making friendly follow-up calls to families who have already expressed an interest (no cold calling).
- Building positive relationships with families and ensuring they feel supported throughout their journey with BAD.
- Confidently communicating the value of our classes and the difference drama can make to children.

Membership & Administration (supporting lead administrator)

- Using Thrive4 to manage student registrations, memberships and class allocations.
- Supporting annual billing, refunds and general administration.
- Maintaining accurate spreadsheets, records and customer information.
- Ensuring important tasks are completed efficiently and nothing slips through the cracks.
- Supporting the wider admin team with organisation and process improvements.

Supporting Growth

- Working closely with the Artistic Director and Lead Administrator to support business growth.
- Bringing ideas and suggestions to improve systems, customer experience and processes.
- Identifying opportunities to increase enquiries, bookings and engagement.
- Taking ownership of projects and areas of responsibility as the role develops.
- Helping BAD continue to grow while maintaining the personal, high-quality service our families value.

Essential Skills & Experience

We are looking for someone who has:

- **At least one year's hands-on experience using a CRM system (essential).**
- Confidence using technology and the ability to learn new platforms independently.
- Strong problem-solving skills and the ability to work things out for yourself.
- Excellent organisational skills and exceptional attention to detail.
- Confident written and verbal communication skills.
- Experience providing excellent customer service.
- The ability to confidently communicate with families and represent our values.
- Strong IT skills, including Microsoft Excel and Microsoft Office.
- A proactive, reliable and positive approach to work.
- The ability to work independently, manage priorities and take ownership of responsibilities.
- A genuine passion for the arts, education and helping children develop confidence.

Desirable Experience

Whilst not essential, experience in any of the following would be advantageous:

- Previous experience using Go High Level CRM.
- Sales, customer relationship management or enquiry conversion experience.
- Basic bookkeeping or finance administration.
- Marketing, email newsletters or social media management.
- Canva experience.
- Website maintenance using Wix or similar platforms.
- Experience working within education, performing arts or with young people.

An Opportunity to Grow

This role is initially offered at 7 hours per week, but there is genuine potential for it to develop and grow alongside Bristol Academy of Drama.

We are looking for someone who wants to make the role their own. The person who joins us will have the opportunity to identify areas where they can add value, introduce ideas, improve processes and take ownership of projects that support the growth of the business.

As Bristol Academy of Drama continues to expand, there is scope for the role to evolve beyond the initial responsibilities. The direction and growth of this position will be shaped by the person in the role — the more initiative, creativity and value you bring, the more opportunities there will be to develop your responsibilities.

This is an exciting opportunity for someone who enjoys autonomy, wants to be trusted and is motivated by making a real difference within a growing organisation.

The Practical Bits

- 7 hours per week, with flexibility over how these hours are worked.
 - Predominantly remote working from home.
 - Fortnightly online meetings or telephone check-ins with the team.
 - Monthly face-to-face meetings in Bristol.
 - Travel to and from Bristol for monthly in-person meetings will be the responsibility of the successful candidate and will not be reimbursed, as this will be considered their normal commute to the agreed place of work.
 - You will need a suitable home working environment with reliable internet access.
 - Additional hours may become available through one-off projects and as the business continues to grow.
 - Applicants from outside Bristol are welcome, provided they are able to attend the monthly in-person meeting.
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How to Apply

Please submit:

- Your CV; and
- Either:
 - a one-page covering letter, or
 - a 1–2 minute video telling us why you would be a great fit for this role.
 - Please ensure that you tell us about your CRM experience and details of your successes whilst using it.

If you experience any barriers to applying in this way, please email hello@bristolacademyofdrama.co.uk to discuss alternative arrangements.

Applications will be reviewed on a rolling basis and the position will close once the right candidate has been found.

We warmly encourage applications from anyone who feels they can bring enthusiasm, dedication and a genuine passion for the role. If you are excited by the opportunity to help a growing drama school thrive, we would love to hear from you.