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# **Scotland’s International Development Alliance**

**Membership Services Manager (Maternity Cover)**

Line managed by Chief Executive

Hours 35 hours per week

Salary £ 30,547 p.a.

Location Edinburgh

Contract Maternity cover, temporary contract 7 Jan 2019 to 20 December

2019, with possible extension to 31 March 2020

**Background**

This is an exciting time for Scotland’s International Development Alliance as it expands from a network to encompass a broader alliance of actors in the field of international development. At our AGM in 2017, we relaunched as Scotland’s International Development Alliance. Our strategy is to enhance Scotland’s contribution to international development by identifying new opportunities for collaboration between different sectors and by connecting people and organisations who share our vision of a ‘Scotland for a fairer world’.

**Job purpose**

The Membership Services Manager is at the forefront of broadening and building the membership base as well as serving as the main interface between the organization and its members. Acting as the ‘eyes and ears’ of The Alliance, (s)he works with members to ensure that their ideas and their needs are heard and incorporated into the Alliance’s services. We also expect our Membership Services Manager to contribute to the development of new services in response to emerging opportunities and to demand from members.

Another key element of this role is to lead on the planning and management of our annual programme of member’s events, especially the Annual Conference and AGM. Although we are increasingly moving to web-based communication, we offer at least two major events each year at which people can come together to meet, share, hear, update, discuss and learn.

The postholder will also contribute to the Alliance’s work to build the effectiveness of international development actors by signposting Alliance members to relevant resources and to the support available through our own Effectiveness Programme. Working closely with the Effectiveness & Learning team, the Membership Services Manager takes lead responsibility for the provision of fundraising support.

**Key Responsibilities**

**Membership recruitment**

* Develop and implement the Alliance membership recruitment strategy, in consultation with the CEO and Board, working towards the strategic goal of building an expanded new alliance with the potential to become financially self-sustaining.
* Lead on the expansion of the membership base, through proactive outreach to potential members.
* Develop new relationships with universities and corporate bodies and facilitate the brokering of partnerships.
* Design and implement a system for introducing individual membership.

**Membership management**

* Operate as the main interface with members, responding to queries, signposting them to the relevant membership services, online resources, or to external organisations where appropriate.
* Track all interactions with members using the database, and monitor requests from members so that these can be used to inform the future development of web-based resources and training activities.
* Respond to new applications for membership, ensuring that new members create their online web-profiles and provide information for the website.
* Organise members meetings, together with Effectiveness & Learning colleagues, to update members on the services that the Alliance offers and to bring people together with common or complementary interests.

**Training and events**

* Lead on the administration and management of the Annual Conference and Annual General Meeting.
* Identify speakers and venues and arrange logistics for these events.
* Work with Effectiveness and Learning colleagues to incorporate the training components of these events.
* Gather and review evaluations from members to support internal learning and future planning.

**Membership Services**

* Lead on the development of new services including those which improve access to support provided by agencies external to The Alliance (for example, expert legal or financial advice, access to generic training provided by other third sector organisations).
* Lead on developing and managing fundraising support services.
* Manage the Alliance’s multi-license access to Trustfunding database, building relationships with remote hubs and managing members’ access to this.
* Support Effectiveness & Learning colleagues in the development of web-based resources.

**Management**

Line manage volunteers or interns as and when required.

**Person Specification**

**Qualifications**

Educated to at least degree level or equivalent.

**Knowledge and Experience**

* Experience of working in the voluntary sector.
* Experience or strong demonstrated interest in international development and knowledge of key current international development issues.
* Working experience of fundraising and/or income generation.
* Experience of membership bodies or other networks or intermediary organisations.
* Experience of event management.
* Understanding of marketing principles.

**Skills**

* Confident and comfortable in engaging with a variety of stakeholders including at the most senior level.
* Ability to work collaboratively and effectively with member organisations.
* Good listening skills.
* Strong written communication skills including web-writing and the ability to write and produce promotional materials.
* Strong verbal communication skills, including the ability to represent The Alliance to diverse audiences.
* Ability to use own initiative and work to tight deadlines as well as working well as part of a team.
* Strong IT skills including use of Microsoft Office applications and confidence in using a variety of online applications.