



Membership Officer (Scotland)

Purpose of the Post

The Membership Officer is responsible for supporting the agreed geographic membership of Befriending Networks alongside colleagues across the UK; by the provision of information and resources, responding to enquiries, seeking opportunities to widen the membership, adding to the membership database and supporting networking opportunities.

Main Duties

- Developing and maintaining relationships with agreed geographic member services,
- Promoting Befriending Networks and its services including training, consultancy services, the Quality Standard and networking to members, via social media, telephone, email and face to face where appropriate
- Responding to enquiries, identifying issues (for development work e.g. policy developments, resource requirements, training needs)
- Facilitating networking events and meetings throughout the year
- Assisting in the production of appropriate resources/publications for the network, and researching relevant information to support this work
- Deliver core or bespoke training in consultation with the Learning and Development Officer
- Undertake QIB assessments of agreed members in consultation with the Quality Officer
- Contribute to influencing local and national policy work, ensuring the voice of befriending and that of the members is shared.
- Support with the administration of BNs events such as networking meetings, conferences and other events as required.
- Assist the Communications officer by sharing relevant information for the e-newsletter, social media etc.
- Create opportunities to develop and broaden our membership base by disseminating relevant information to non-members, and following up leads

Shared Duties

- ❑ **Funding** – contributing to the evaluation of work undertaken, providing written reports, assisting in future planning, contributing to funding applications and reporting back where required.
- ❑ **Social Media** – contributing to the social media presence of BNs, helping out at agreed intervals and sharing relevant information.
- ❑ **Research** – contributing to the team and networks learning by keeping up to date with relevant research and sharing this learning.

- ❑ **External Events** – attending relevant external learning or networking events to represent BNs and its members.

Other relevant duties – other duties in the development of Befriending Networks and its services may be allocated by the CEO or Board of Directors. Should these duties become a regular or permanent feature of the role, discussions should take place during annual appraisals as to their inclusion in the job description

Accountability

- Preparing regular work plans with your line manager
- Participating in regular support and supervision with the CEO and undertaking relevant personal and professional development as agreed
- Being accountable to the CEO and ultimately CEO and the Board of Directors
- Participating in staff meetings and Board meetings, where appropriate
- Co-operating with the Board of Directors in quality assurance exercises, where required

Location

The post holder must be based in Scotland. This post can be home based or hybrid working from our office in Edinburgh. The postholder will be required to have sufficient space to work efficiently at home, and have a broadband connection. The postholder will be provided with a mobile phone, laptop and desk/chair (if required).

Regular support will be given to the postholder by the CEO either face to face or via a suitable online platform.

Some opportunities for flexible working hours are available.

Events organised by the postholder will take place around their geographic region and occasionally elsewhere in the UK, to reflect the nature of the widespread membership of Befriending Networks. There is an expectation that public transport will be used predominantly in the course of work-related travel.

Person Specification

Essential

- Ability to work unsupervised and organise own workload
- Knowledge or experience of befriending services and good practice in befriending
- Experience of facilitating networking and learning events for volunteers and/or staff
- Excellent communication skills and confident in digital, phone and face to face settings
- A flexible approach and an ability to use own initiative
- Experience of working within the third sector
- Good IT skills and confident in the use of Microsoft 365 office packages, including teams and Zoom.

Desirable

- Experience of preparing funding applications and reporting to funders
- Experience of writing resources/learning materials
- Knowledge or experience of influencing the relevant English policy landscape in relation to Befriending, and social isolation and loneliness
- Familiarity with social media
- Experience of evaluation or assessment/benchmarking