**The Health and Social Care Alliance Scotland**

**Job Description**

**Job Title:** Development Officer – Membership

**Employer:** Health and Social Care Alliance Scotland

**Report to:** Programme Manager - Lived Experience, Integration and Engagement Hub

**Purpose of the Role**

The role of Development Officer works to deliver on the strategic aims of the ALLIANCE. A key responsibility of the Development Officer is to recruit, maintain and develop the ALLIANCE’s growing membership, building strong relationships with existing and new members across health and social care. The role will focus on delivering the ALLIANCE membership strategic plan prioritising:

* Diversifying membership
* Improving communications and information sharing with members
* Building strong relationships.

**Strategic Outcomes of the ALLIANCE**

* Innovation and transformational change across health and social care, driven by person-centred and rights based approaches and the principles of co-production and self management
* Policy and practice shaped by disabled people, people with long term conditions and unpaid carers, regardless of race, gender, sexual orientation disability, age, religion, or any other status
* Person centred approaches and third sector involvement within the planning and delivery of health, social care, and integrated services

**Role Responsibilities**

* Develop and promote the ALLIANCE membership offer and identify opportunities to recruit new members
* Proactively seek to increase and maintain a diverse membership based on gaps identified in representation
* Work with Programme Manager to implement a membership, engagement, retention and renewal process
* Lead reporting on tracking and analysis of membership, engagement, and KPIs
* Develop mechanisms for effective involvement of the ALLIANCE members and other stakeholders in the work of the organisation
* Provide regular reporting and evaluation of ALLIANCE membership strategy
* Ensure that the principles of good practice are followed for involvement of the ALLIANCE members in the work of the organisation
* Continue to develop and review membership benefits and offers
* Work with external stakeholders, including statutory agencies, to involve people with lived experience and third sector organisations in policy and service development
* Ensure member records and contact database is kept up to date
* Develop membership marketing materials
* Co-ordinate regular membership engagement and communications including the members events, bulletin and regularly updating the ALLIANCE website
* Have regular input into membership policy and practice.

**Data Protection**

In line with national legislation, and organisational policy, you will ensure that all data is processed in a fair, lawful and transparent way, for the specific registered purpose and will not allow data to be disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

**Person Specification**

**Essential**

* Excellent relationship building and interpersonal skills
* Excellent communication skills
* Good understanding of data protection and how it relates to the role
* Research and analysis skills
* Good IT, organisational and administrative skills
* Strong facilitation skills
* Understanding and commitment to: equal opportunities; non-discrimination; and the principle of people being the experts in their own lives and being at the heart of policy, support and services
* Understanding of accessibility issues, particularly as they relate to involvement and communication
* Experience of organising and facilitating workshops, groups and events
* Excellent networking, relationship building and information management skills
* Good understanding of membership organisations/networks and an enthusiastic approach to involving, supporting and responding to stakeholders

**Desirable**

* Experience of working in third sector
* Educated to degree level or equivalent through experience
* Experience of partnership working
* Experience of managing workload to deadlines
* Experience of updating websites
* Experience of using social media as an engagement tool