



Member Engagement Officer

Salary : £27,000 (pro rata)

Hours : 28 hours per week (0.8 FTE)

Benefits : 31 days annual leave plus six public holidays (pro rata)

Location : ESEN office, Greyfriars Charteris Centre, 138 -140 The Pleasance, Edinburgh, EH8 9RR

Reporting to: Chief Executive

Edinburgh Social Enterprise Network (ESEN) provides a range of networking and support services to a membership in excess of 250 social enterprises and social entrepreneurs in the city including the provision of an e-newsletter; a business support programme; regular network meetings and training events; promotion of the sector through various channels and representation of social enterprises to the public and private sector. ESEN is supported by the Scottish Government, City of Edinburgh Council and Business Gateway and is a partner in the Edinburgh Third Sector Interface. It is a small but very active organisation. You can find out more at www.esen.scot

Job purpose

The Member Engagement Officer is responsible for increasing membership of the Network, encouraging member engagement with network activities and identifying and addressing individual member's support needs through awareness raising activities, outreach and signposting.

The post holder is required to work with colleagues and partners to design and deliver suitable events and activities reflecting member needs and to develop new member benefits.

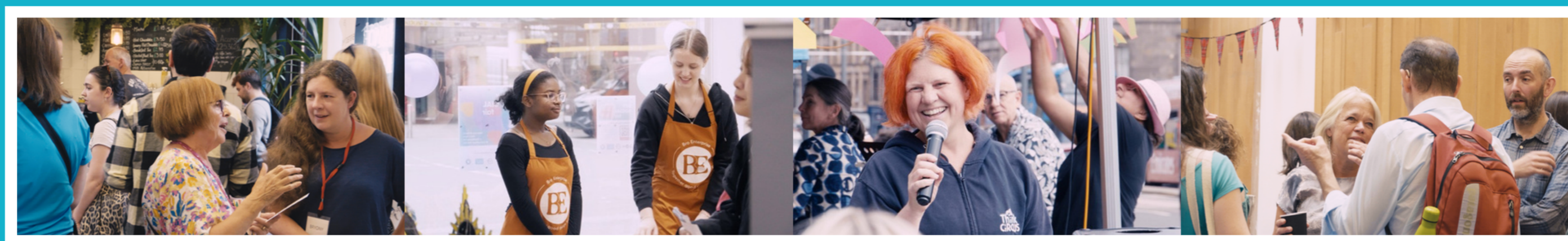
You will be required to manage your own workload and liaise with and support the Chief Executive, management committee members, colleagues and other stakeholders as necessary to complete all tasks whilst working in a way that creates a positive and respectful environment for everyone.

You must be able to maintain professional standards of confidentiality and discretion in all areas of work and communicate effectively and professionally with all staff, volunteers, members, partners and stakeholders.

Role Summary

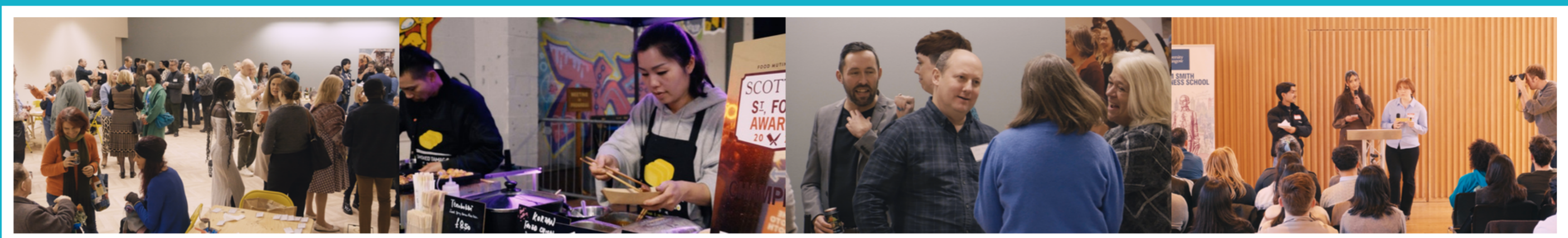
Main Responsibilities:

- Grow network membership by researching and communicating with potential new members, liaising with relevant partner agencies, working with colleagues to raise awareness of membership benefits.
- Provide a welcome to new members informing them of relevant and useful information relating to ESEN key messages, membership benefits and identifying where they might contribute.
- Maintain member database on Salesforce, including contact tracking.
- Support ESEN to continue to build relationships with partners and funders, particularly around Community Wealth Building.
- Maintain engagement, and retention of members by communicating effectively on an ongoing basis, signposting or assisting where required.
- Lead on all ESEN hosted networking and training events. Working in collaboration with the rest of the team.
- Capture success stories for promotional purposes.
- Contribute to ESEN communications
- Ensure regular gathering and recording of data and intelligence of membership needs, priorities and areas of gaps in provision to inform ESEN delivery.
- Contribute to the development and delivery of ESEN annual workplan including contribution to ESEN events, meetings and projects.
- Support colleagues to monitor and evaluate the impact of work carried out in relation to ESEN's aims and objectives.
- Work with the CEO to source funding that will allow us to increase the value of the work we deliver to our membership.
- Ensure activity is undertaken effectively and work closely with the CEO to review tasks and develop the role to progress ESEN's aims and objectives.



Person specification

Essential	Desirable
An understanding of social enterprise, the wider third sector and the social economy	Experience of using Salesforce as a CRM tool
Experience of using a variety of engagement tools	Experience of event planning
Excellent interpersonal and team-working skills	Experience in business coaching or mentoring
Excellent written and verbal communication skills	Experience of business development, engagement or a social enterprise role
High competency levels in using a range of IT programmes, i.e., Microsoft 365, Word, Excel and PowerPoint	
Self-starting, organised and able to meet deadlines	
Ability to problem-solve and think laterally	
Flexibility and the ability to work in a small, dynamic organisation	



To find out more about us visit www.esen.scot or find our socials on @esenscot on Instagram, YouTube & Tiktok or Edinburgh Social Enterprise Network on Facebook & LinkedIn

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