

# Job Description

## Position: Membership Engagement Coordinator

Reports to	Membership Engagement Coordinator
Direct reports	Translation and Interpretation Administrator
Job family	Coordinator
Location	International
Latest update	July 2022

## About us

We are the Global Network of Civil Society Organisations for Disaster Reduction (GNDR). Established in 2007, we are now a network of more than 1,200 organisations in over 120 countries. We work together to prevent hazards like floods, droughts, earthquakes and infectious diseases from becoming disasters where people lose their lives, incomes and assets. We listen to communities that are most at risk, strengthen the capacity of civil society organisations, and advocate for risk-informed development and localisation.

## Our vision

A world in which everyone works together to strengthen the resilience of people most at risk and prevent hazards from becoming disasters.

## Our goals

Our members have set three goals for the network for our 2020-25 strategy:

1. Strengthen the collaboration, solidarity and mobilisation of civil society organisations
2. Champion a localisation movement
3. Strive for risk-informed development

## Purpose of the secretariat

The secretariat is responsible for delivering the strategy and annual work plans, as agreed by the global board and trustees. The secretariat supports the development, coordination and implementation of the GNDR strategy. Our team is responsible to the board of trustees and the global board, via the executive director. Staff are based in regional hubs in six countries around the world: Guatemala, India, Indonesia, Kenya, Senegal and the UK.

## Main purpose of the role

The membership engagement coordinator as a member of the secretariat team is responsible for, the membership journey from first contact gnдр, through onboarding to becoming engaged and contributing member to pursue the GNDR strategy; communication with members, including promoting and sharing learning and knowledge; and conducting elections and selection of members for the global board and Regional Advisory Groups (RAG's).

## Position in the organisation

- Responsible to the policy lead;
- Part of the Secretariat team and active participant in cross-team working groups;
- Oversee and coordinates the membership engagement sub-function in collaboration with the operational officers and regional leads and a list of volunteers and consultants;
- Works in close collaboration with GNDR secretariat staff, members and project partners;
- Close collaboration with the external communications coordinator to ensure coherence of communication messaging and coordination of targeting;

## Overall scope of the role

- Recruitment and management of membership
- Election of global board
- Strategic membership engagement
- Line management

## Specific responsibilities

### Recruitment and management of membership

- Coordinate the membership journey from first contact with GNDR

- Ensure global and regional enquiries from interested parties and applications from potential members are dealt with by the operations officers in a timely and effective manner;
- Ensure the maintenance of accurate and relevant membership database (Salesforce) by the operations officers;
- Responsible for approval of applications for membership, ensuring background checks are completed as required by donors such as anti-terrorism checks;
- Provide updates to the secretariat on membership registration levels;
- Responsible for the ongoing review and improvement of the membership registration;
- Act as the GNDR Salesforce lead, understanding how best to maximise the database to ensure effective and efficient communications with members, and providing training to staff as needed;

### **Work with Executive Director for the elections of board regional advisor group membership**

- Conduct the election/selection of the members of global board in line with the governance manual and membership guidelines;
- Support the induction of global board and RAG members;
- Oversee the interpretation of board and RAG sessions;

### **Membership Engagement**

- Responsible for the development of a membership engagement strategy and annual plan, ensuring input from the regions and cohesion with the external communications strategy and annual plan
- Support the policy lead to connect members to policy and advocacy work, including organising capacity building sessions for members and providing support to members at global policy spaces
- Responsible for GNDR's quarterly members newsletter, ensuring that content is engaging;
- Maintain, review and develop the community platform and proactively engage with members ensuring that the platform is well-used and content is current and relevant
- Encourage members to engage on the community platform and identifying opportunities for members to collaborate
- Monitor and evaluate engagement statistics on membership communication channels to assess their effectiveness and ensure improvements;
- Contribute to the preparation of briefing notes, progress updates, annual reports, GNDR publications and articles for publication in journals;
- In collaboration with the regions, coordinate the design editing, translation and dissemination of materials to strengthen the capacity of members;
- Responsible for coordinating, organising and participating in international events, seminars, workshops and conferences for members, including the global summit, against agreed ToRs from the SLT, and representing GNDR at as required
- Convening the regions in the design and implementation of capacity strengthening materials and initiatives

- Oversee the coordination of a pool of volunteers and consultants to provide translation and interpreting services
- Oversee support to the wider secretariat with translation of materials and interpreting services for conferences and meetings as commissioned;

### **Line Management**

- Ensure GNDR's mission, values and objectives are communicated amongst line reports to foster understanding and ownership;
- Lead and manage direct reports ensuring clarity over plans and priorities, providing supervision, guidance and mentoring, encouraging effective team work and inclusiveness and building a team spirit through regular meetings and events.

## Person specification

Attributes and skills	Essential	Desirable
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>● A degree in a related to international development or communications;</li> <li>● Fluent in other languages, preferably French, or Spanish;</li> </ul>	<ul style="list-style-type: none"> <li>● Master's degree in a relevant field;</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Substantial experience in communications and media roles;</li> <li>● Experience working in and managing networks;</li> <li>● Experience of working in the INGO sector on development or humanitarian issues;</li> <li>● Experience in identifying and working with specialists such as designers, writers, etc to deliver the network's communications;</li> </ul>	<ul style="list-style-type: none"> <li>● Exposure and understanding of the issues surrounding disasters, DRR, development and equity</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>● Familiarity with a wide range of communications methods and tools;</li> <li>● Excellent communications skills, including written and spoken fluency in English;</li> <li>● Networking and representational skills</li> <li>● Excellent writing and editing to a high standard;</li> <li>● Ability to multitask, organise, prioritise under time constraints and pressure.</li> <li>● Ability to assess new options and innovations critically and to work with them flexibly where appropriate</li> <li>● Able to work well with a team;</li> <li>● IT skills;</li> <li>● Able to travel internationally when necessary;</li> </ul>	

<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>● Culture and gender sensitivity</li> <li>● Good interpersonal manner and comfortable in cross cultural communication with people from different backgrounds;</li> <li>● Committed to GNDR's values;</li> <li>● A calm, confident, assertive and welcoming manner;</li> <li>● Capable of working effectively in a high pressure and dynamic environment;</li> <li>● Concerned about attention to detail. i</li> </ul>	
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## Information for applicants

<b>Eligibility</b>	<p>Candidates must have the legal right to live and work in any of GNDR's regional hub locations . Currently the role is working from home with regular times in the office, as government guidance allows.</p>
<b>Start date</b>	<p>September 2022</p>
<b>Contract type</b>	<p>Contract will be offered on a fixed-term full-time basis subject to available funding and satisfactory completion of a six-month probationary period.</p>
<b>Office hours</b>	<p>35 hour working week within the office hours of Monday to Friday 9:00am - 5:00pm, with one hour for lunch. Flexible working arrangements are possible.</p>
<b>Annual leave</b>	<p>25 days pro-rata basis plus statutory bank holidays, plus additional year end days at the discretion of the executive director.</p>
<b>Probation</b>	<p>Six months probationary period with a three month mid-term review.</p>
<b>Salary</b>	<p>Competitive salary and benefits based on the regional location</p>
<b>How to apply</b>	<p>To apply for this position all applicants should send a brief cover letter and CV to <a href="mailto:jobs@gndr.org">jobs@gndr.org</a> with the subject line referencing the role title.</p>

	Phone/Skype and/or face-to-face interviews will be arranged for shortlisted candidates on a rolling basis. Only candidates selected for an interview will be contacted.
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