

## MEMBER ENGAGEMENT COORDINATOR: JOB DESCRIPTION

Post	Member Engagement Coordinator
Term	Permanent
Salary	Salary scale 10-13 starting at £21,961 and progressing to £26,651 pro rata plus 6% pension contribution
Hours	37 hours per week by arrangement. Part time or flexible hours could be considered.
Role	The Member Engagement Coordinator will focus on developing and implementing engagement strategies, particularly through CIfA's network of Area and Special Interest Groups. The post-holder will develop a clear understanding of CIfA governance and strategic plan documents to ensure that Groups meet these requirements.
Responsible to	Senior Membership Services Coordinator
Place of work	CIfA office with occasional working away from the office

### Main duties and responsibilities

- In consultation with other staff, assist in developing and coordinating the implementation of member engagement strategies including mentoring and partnership schemes
- Undertake recruitment and retention activities including delivering presentations to promote the work of the Institute
- Ensure that Group activities and the benefits of engaging with professional networks is actively promoted
- Assist in ensuring that Groups are meeting the constitutional and governance requirements of the Institute
- Work closely with Group committees to ensure that their business plans or other activities contribute to the Institute's strategic objectives
- Act as the first point of contact for all Group committees
- Attend Group committee meetings and events as necessary
- Ensure relevant sections of the website are up to date
- Ensure that database records relating to Groups are accurate and up to date
- Carry out any other duties as required from time to time

**MEMBER ENGAGEMENT COORDINATOR: PERSON SPECIFICATION**

<b>Essential</b>	<b>Preferred</b>
<b><i>Education, knowledge and skills</i></b>	
educated to degree level or equivalent including competence gained in the workplace	a good understanding of the role of professional institutes
excellent communication and presentation skills	demonstrated competence in developing engagement strategies
demonstrated competence in delivering engagement and/or recruitment activities or strategies	
confident with the use of social media and websites	
an understanding of strategic and business planning	
excellent administrative skills	
attention to detail	
good standard of written English	
excellent IT skills	
<b><i>Behaviours</i></b>	
personal commitment to CPD and the maintenance of professional standards and behaviour	demonstrated competence in working within a dispersed team
ability to work effectively on your own and as part of a team	attended specific training courses to develop skills and expertise relevant to the post
a tactful and diplomatic working manner	demonstrated ability to manage a range of diverse tasks and demands
able to represent the organisation externally	
demonstrated time, task and project delivery skills	
demonstrated ability of working with volunteers	

*Training will be provided*