

Membership Officer

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| Hours: | Full-time, 35 hrs per week (with flexible working hours on request) |
| Location: | Home-based (anywhere in UK), Office-based (Liverpool) or Hybrid |
| Contract: | Fixed Term to January 2024, with intention to make permanent |
| Salary: | £28,000 – 32,000, dependent on experience |
| Holidays: | 25 days a year, plus bank holidays |

About Social Value UK

Social Value UK works to change the way society accounts for value. Our vision **is a world where all organisations make more decisions that are informed by their social impacts.**

We are the professional body for social value and the UK's national network for anyone interested in social value and social impact. We work with our members to increase the accounting, measuring, and managing of social value from the perspective of those affected by an organisation's activities, through our Principles of Social Value. We believe in a world where a broader definition of value will change decision-making and ultimately decrease inequality and environmental degradation.

To achieve our mission, SVUK provides training and assurance services, as well as hosting regular meetings and events, implementing projects and thought leadership, and advocating (campaigning) for the social value movement.

Role description

The Membership Officer will be responsible for welcoming and managing the Individual, Organisational and Partner Members with Social Value UK, as well as supporting them on their member journeys and encouraging participation in our various activities. The role, and an ability to communicate effectively, is central to the whole organisation as a

member-led social enterprise. [This role assumes some responsibilities of the Membership Manager whilst they are on Maternity Leave.](#)

The Membership Officer will work predominantly within the Marketing team, but also largely with the Engagement Team. These two teams work hand-in hand to support the member journey and create a sense of community and activism amongst the growing membership.

Main duties and responsibilities

Attract new members

- Develop and implement strategies for recruiting new members to Social Value UK. This is primarily with the Marketing Team.
- Collaborate with other team members on strategic marketing and communications for membership
- Respond to all new enquiries about membership

Support Members and their Engagement

- Support SVUK members through organising regular engagement including monthly touch point emails, calls and a diary of networking opportunities including events and online communications. This will be in collaboration with and support of the Engagement Team.
- Respond to enquiries from existing members and referring them to the relevant SVUK staff, including the Sector Leads, Technical Team and Advocacy Team for campaigning.
- Work alongside the SVUK Advisory Board to establish regional networks and deliver successful regional meetings and events.
- Support SVUK Partners to deliver offers for other members, including blogs, thought pieces or regular webinars for members.
- Maintain surveys and other engagement tools to secure feedback from members.
- Support members to make the most of their membership benefits.
- Provide specific support the Public Sector Lead in guiding public sector members, making specific calls to ensure their pathway and support their development.
- Other administrative tasks to support the Engagement Team as needed.
- Feedback on engagement activities, projects and thought leadership to the Advocacy Team to create strategic plans on communicating the outcomes externally

Support the Thought Leadership Group and other SVUK projects

Provide administrative support for the Contract for Change, Social Value in Education, Built Environment, and other thought leadership groups. This support may include:

- administering various workstreams
- taking minutes at meetings related to thought leadership and circulating to members
- engaging with volunteers, strategic partners, and potential participants
- general correspondence
- Developing and sharing communications about the groups to the wider membership

Personal qualities

- Passionate about improving wellbeing, equality and the environment through supporting greater understanding of social value
- Excellent communicator and personable
- Highly organised
- Creative approach to marketing and communications
- A sense of fun and initiative
- Willing to travel
- Committed to Diversity, Equity and Inclusion

Experience, skills and abilities

- Essential: At least 4 years' experience working in a customer-focussed role, ideally with administrative responsibilities
- Desired: Experience working as a membership manager or officer
- Ability to build and maintain strong relationships, making connections between and within members and the SVUK team
- Intermediate IT skills, especially MS programs, Salesforce, WordPress and other media tools, i.e. Canva, adobe etc
- Ability to work within a small, remote team/organisation. We are small, but mighty, so someone that can be flexible to the needs of the organisation but also have autonomy over workload and priorities.
- Some understanding of social value and impact management would be useful for this role, but not essential!

- Some experience of working across the four nations is desirable

Deadlines

| ACTION | DATE |
|--|---|
| Application deadline | Midnight, Sunday 22 nd January 2023 |
| Results of shortlisting shared with applicants | Latest, Thursday 26 th January |
| Online interviews | Monday 30 th January and Wednesday 1 st February |
| Results of interviews shared with applicants | End of Play Friday 3 rd February |
| Ideal employment start dates | Week Commencing 13 th February or as soon after as possible after this |

How to apply

- Email the following to clare.bentley@socialvalueuk.org by midnight on Sunday 22nd January 2023
 - A Covering Letter of no more than two pages, explaining how you meet the Personal Qualities, Experience, Skills and Abilities needed for the role
 - Your CV including a phone number and email address
 - Details of two referees - if you would prefer us not to contact them until a later stage of the selection process, please let us know
 - Equality and Diversity Form.

Equality and Diversity

In line with our commitment to equality, diversity and inclusion, applicants from under-represented groups that meet the criteria will be guaranteed an interview.

Applicants are encouraged to inform us if any reasonable adjustments are needed to be made during any part of the recruitment process.

Please send this form, along with your CV and Cover Letter, in to:

clare.bentley@socialvalueuk.org

Social Value UK wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

We need your help and co-operation to enable us to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes.

If you have any questions about the form contact Clare Bentley on the email above.

Gender Male Female Intersex Non-binary Prefer not to say

If you prefer to use your own gender identity, please write in:

Is the gender you identify with the same as your gender registered at birth?

Yes No Prefer not to say

Age 16-24 25-29 30-34 35-39 40-44 45-49 50-54 55-59 60-64 65+ Prefer not to say

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

Asian or Asian British

Indian Pakistani Bangladeshi Chinese Prefer not to say

Any other Asian background, please write in:

Black, African, Caribbean or Black British

African Caribbean Prefer not to say

Any other Black, African or Caribbean background, please write in:

Mixed or Multiple ethnic groups

White and Black Caribbean White and Black African White and Asian Prefer not to say Any other Mixed or Multiple ethnic background, please write in:

White

English Welsh Scottish Northern Irish Irish

British Gypsy or Irish Traveller Prefer not to say

Any other White background, please write in:

Other ethnic group

Arab Prefer not to say Any other ethnic group, please write in:

Do you consider yourself to have a disability or health condition?

Yes No Prefer not to say

What is the effect or impact of your disability or health condition on your work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

What is your sexual orientation?

Heterosexual Gay Lesbian Bisexual Asexual Pansexual

Undecided Prefer not to say

If you prefer to use your own identity, please write in:

What is your religion or belief?

No religion or belief Buddhist Christian Hindu Jewish

Muslim Sikh Prefer not to say If other religion or belief, please write in:

What is your working pattern?

Full-time Part-time Prefer not to say

What is your flexible working arrangement?

None Flexi-time Staggered hours Term-time hours

Annualised hours Job-share Flexible shifts Compressed hours

Homeworking Prefer not to say If other, please write in:

Do you have caring responsibilities? If yes, please tick all that apply

None

Primary carer of a child/children (under 18)

Primary carer of disabled child/children

Primary carer of disabled adult (18 and over)

Primary carer of older person

Secondary carer (another person carries out the main caring role)

Prefer not to say