

# Member Services Director

## Details

Salary: £39,000 – £47,000

Contract type: Full-time or 0.8 FTE, permanent (following successful completion of a 6-month probation period)

Where: Hybrid working – largely remote with bimonthly in-person days at UK-wide team locations/attendance at occasional events

Applications close: Friday 22 September 2023 (midnight)

Benefits:

- Flexible working (in terms of time and location)
- 25 days' annual leave + 8 Bank Holidays
- Additional leave of working days between Christmas and New Year
- Enhanced sick pay
- Supportive, friendly working environment
- Pension scheme with a 3% employer contribution

## Role description

We are looking for an experienced Social Value Practitioner who can lead our Member Services Team. This includes Sectoral and Technical experts. We currently have two Sector Leads, one for the private sector and another for the in the public & civil society sectors. We also currently have three technical staff focused on providing member services such as training, report assurance, accreditation and projects.

The role involves working with our Sectoral and Technical experts to embed the principles of social value into their practice and supporting them with their work for members. It also involves facilitating multi-stakeholder projects to achieve our strategic goal of working with organisations to develop better impact measurement and management. Multi-stakeholder projects at present include our thought leadership groups such as Contract for Change, Social Value in Education and Social Value in the Built Environment, which are member-led and facilitated by us. We are looking for someone who has a 'stakeholder-first' orientation and has the capacity to learn and understand technical concepts. They need to be highly organised and willing to be part of an exciting team as we look to scale our activities.

The Member Services Director will report to the Chief Executive Officer of Social Value UK and work in collaboration with the whole team.

# Main duties and responsibilities

## Managing the Member Services team

- Provide strategic input and leadership for the Member Services team.
- Line manage the team members of the membership team and support their continuous professional development on impact and social value measurement.

## Support existing members

- Work with the Sector Leads, and in collaboration with the Membership manager, design and manage member experiences.
- Support the Sector Leads to run and continuously improve the content of [workshops](#) for organisational members (either face to face or online)
- Provide [tailored support](#) on request
- Support the Technical Team to develop and deliver training, assurance and accreditation services.
- Liaise with Social Value International to align programmes, knowledge and projects.

## Onboard new members, support SVUK business development

- Onboard new members by helping them design their social value pathway using various tools. The pathway is a plan that indicates where the organisation is on their social value journey and what they would like to achieve.
- Working with the Membership Manager and Chief Executive, develop new business opportunities to grow membership and member activity.
- Identify and apply for relevant funding opportunities to develop innovative projects that support engagement activities.

## Representing Social Value UK and providing thought leadership

- Representing Social Value UK at sector events such as technical conferences, workshops, roundtable discussions and key developments for the sectors. This will include public speaking, writing up case studies and providing technical input to consultations
- Writing blogs that summarise key themes or important topics for impact measurement and management for the sectors.

- Convening SVUK members and partners to develop thought leadership. This might include research, campaigning or co-producing guidance materials for the sector.

## Other responsibilities

- Supporting SVUK's work to be as inclusive as possible in terms of diversifying our community of practitioners, developing materials and services for under-represented groups.
- Supporting the team in its social media engagement and communications.
- Contributing to UK and International events and campaigns.

## Person specification

### Essential

- Practical experience in social impact measurement and social return on investment.
- Evidence of impact management knowledge such as the achievement of SVI Practitioner Status or equivalent
- Demonstrable experience within the delivery of workshops and/or training.
- Excellent verbal presentation skills.
- Excellent written communication skills, including writing reports and thought pieces.
- Strong project management skills and experience in managing multi-stakeholder programmes, projects or initiatives.
- Proven experience of development of leads into new business opportunities.
- Ability to lead a team.
- Ability to manage own workload.
- Excellent time management skills.
- Proficient with the use of Microsoft applications including Word, Excel and Powerpoint.

### Desirable

- Accredited SVI Level 2 Accredited Practitioner Status
- Experience of working with organisations in the UK VCSE, public and private sector
- Experience of working within organisational development
- Managing an online network or community

- Research skills, preferably in participatory methods
- Digital skills including previous experience using Microsoft Office 365, Salesforce and Zoom

## How to apply

Please send your CV with a covering letter (no more than 2 pages of A4) explaining how you fit the role descriptions and person specification to [clare.bentley@socialvalueuk.org](mailto:clare.bentley@socialvalueuk.org) by **midnight on Friday 22 September 2023**.