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| Macc_Strap_COLsmall | **Membership Worker**  |

**Job Description**

**Position:** Membership Worker

**Salary:** £23,080 to £24,491 per annum (26 days holiday + bank holidays)

**Hours:** 35 hours per week - flexi-time system with core hours 10am-3pm, work place pension

**Location:** Manchester City Centre but job offers working from home flexibility

**Contract:** Permanent (subject to business need and funding)

**Reporting to:** Membership Manager

**Our culture**

 **Macc’s Purpose**

To encourage and support voluntary and community groups, charities, social enterprises and local people to make a difference on issues that matter to them, to our communities and to our city, Manchester.

**Our Beliefs**

* Every individual and community has unique skills, talents, knowledge and insights that are important.
* Diversity is a strength: our collective skills, knowledge and lived experience uniquely equip us to do the work we do.
* Our people are central: we appreciate all that our people make possible and are committed to supporting them to continue to develop.

**We value**

**Being Supportive**: increasing mutual support and inclusive opportunities, helping to create more impact.

**Being Influential**: leading by doing and enabling ourselves and others to make a difference on issues of inequality, poverty, environment and social justice.

**Being Collaborative**: joining others in a common purpose of improving our city for all communities, sharing the work, the challenges and the ambitions.

**Purpose of the Role**

Manchester’s Voluntary, Community and Social Enterprise (VCSE) sector is made of thousands of organisations and individuals who use their time, skills, creativity and energy to improve the quality of life in the city. As a membership organisation, Macc brings together VCSE organisations from across the city to provide support, encourage collaboration and build the sector’s influence.

Because of Macc’s unique position in the city, we are at the heart of a range of relationships with VCSE organisations and those in the public and private sectors as well as thousands of local residents registered with our Volunteer Centre. Our Membership Strategy takes this as a key feature of Macc’s role as a catalyst and connector and seeks to build a strong, diverse, engaged and connected membership which includes all these relationships.

Macc’s Membership Team acts as our “front of house”, reaching out to members, organising key functions such as event logistics, communications, gathering feedback and managing member relationships through one point of contact.

Working within the newly formed Membership Team, the Membership Worker will be the first point of contact for our members and hold responsibility for processing all membership, training and events administration.

**Main Duties of the Role**

*These are subject to change throughout employment in response to changes in priorities and ways of working. Your line manager will work with you to turn these into annual objectives.*

**Being Supportive**

* Act as Membership Secretary of Macc by receiving, researching and processing membership applications, presenting to the Board for decision.
* Maintain the Members Register updating records on CiviCRM as required and ensuring members data is accurate and up to date.
* Support with delivery of our membership approach, ensuring it is simple and useful for members and more useful for Macc by making sure members are aware of what Macc offer and engage with us better.
* Support with member recruitment and retention, ensuring Macc has accurate and up to date records.
* Conduct annual surveys to ensure Macc is providing relevant support and services and track member satisfaction.
* Ensure that our members are able to access our services and activities easily (including our online resources and telephony service)
* Identify opportunities as to how training can contribute to Macc income generation strategy.
* Assist Macc staff to identify training opportunities that support personal development plans.
* Develop and run an annual programme of mandatory training sessions for all Macc staff in compliance with Macc policy reviews
* Log all training support requests from the VCSE sector on Civi
* Co-ordinate the work of voluntary sector infrastructure training providers.
* Ensure the development and delivery of new training where a need has been identified.

**Being Collaborative**

* Support with the organising and delivery of seminars and events maximising opportunities for collaboration across members and across sectors.
* Support the team to collaborate across teams to learn from and help each other reach Macc’s strategic goals and to deliver insightful and engaging content for the Macc’s communications and information channels (including the Manchester Community Central website, videos, blogs, contributions to ebulletins, newsletters and social media), ensuring reach and engagement are evaluated regularly.
* Celebrate examples of collaboration within Macc’s membership to demonstrate the benefits of all of our members, pooling information, ideas and learning.
* Collaborate across the Macc teams to develop and deliver a diverse training programme that meets the needs of the VCSE sector.
* Liaise with the Capacity Building Manager to identify suitable external training providers / consultants

**Being Influential**

* Conduct a yearly analysis on the training needs of the sector
* To develop a strategic approach to training which reflects organisational and workforce development.
* To develop and maintain a searchable training database including information about training opportunities.
* Manage the training administration – including booking, advertising, materials, delivery and evaluation
* Co-ordinate a programme of learning opportunities to ensure the maximum use of training already available and minimise duplication.
* Ensure a feedback process is in place to evaluate training and monitor quality
* Promote training opportunities to colleagues across Macc
* Support with marketing and communications plan ensuring Macc maintains regular communication with current and potential members and other stakeholders.
* Ensure inclusive practice across all Macc’s activities – addressing inequalities among members and mitigates any barriers to access.

**General Responsibilities of all Macc Staff**

* Uphold and promote the purpose, beliefs and values of Macc, supporting others to do so and reaching out to build new relationships.
* Be kind: work to be inclusive and treat people with dignity, respect and empathy.
* Be accountable internally and externally for your work.
* Work collaboratively as a member of the Macc team, and to contribute to the development of ideas, thinking, policy and good practice within Macc.
* Share general responsibility for
	+ Macc’s communications newsletters, bulletins, social media and online resources
	+ Macc’s contact & casework database
	+ Reporting and being accountable for Macc’s impact
	+ Supporting meetings, events and training opportunities
	+ Macc’s annual Spirit of Manchester programme celebrating the local voluntary, community and social enterprise sector’s work in the city
	+ Responding to enquiries and administration
* Contribute to income generation and general fundraising, including providing charged for services where required.
* Always be willing to learn and to undertake training when required.
* Work in accordance with key policies to ensure Macc exemplifies good practice as a VCSE organisation
	+ Value diversity and be inclusive in line with Macc’s Equality, Diversity and Inclusion statement, anti-racism policy and other relevant policies.
	+ Stay safe and well, being responsible for your own health & safety and that of colleagues, in accordance with Macc’s policies on Health and Safety, Safeguarding and Staff Welfare.
	+ Protect the integrity of our information and systems, being mindful of Macc policies on Data Protection, Cybersecurity and Open Data.

**Person Specification**

The following skills knowledge and experience are relevant to this post. Your application should address each of these points and use examples from paid or unpaid work or personal experience.

**Being Supportive**

* Excellent administration skills including experience of processing and maintaining records, files and databases.
* Excellent interpersonal and listening skills with the ability to be part of a team
* Experience in training and event planning.
* Experience of collating, monitoring and evaluating activities.

**Being Collaborative**

* Ability to be creative and work collaboratively making use of collective skills, expertise and ideas.
* The ability to establish and maintain effective working relationships internally and externally with people from a wide range of social and cultural backgrounds across different sectors.
* Willingness to engage with members and understand the aims and objectives of Macc membership.

**Being Influential**

* Experience of marketing and communications with the ability to vary communication styles dependant on audience.
* Excellent written and verbal communication skills, including the ability to write and present information in an engaging way.
* The ability to communicate clearly, with diplomacy, tact and empathy at a variety of levels.

**General**

* A good standard of general IT skills (general office software, internet and social media).
* Excellent organisation and prioritisation skills: the ability to use your own initiative to organise workloads, manage time and performance, working under pressure to meet tight deadlines
* Willingness to work flexibly and travel, which may include attending meetings and events outside standard office hours (for which time off in lieu will be given).