

Job Title: Membership Officer

Job Purpose: The Membership Officer supports the Communications and Development Team in the roll-out of the membership strategy for the Children's Rights Alliance and its over 100 member organisations. This includes membership communication, support, development and database management.

Membership

- Implements a Membership Strategy to ensure that support for the Alliance among members is strong in terms of levels of participation, engagement and funding support.
- Identifies, monitors and responds to the needs of the membership as they relate to the Alliance's mission and help to retain the Alliance's membership base.
- Works with the Alliance to ensure a secure and stable membership income stream is achieved, to include the roll-out of a Member Development Fund.
- Invoicing, receipting and follow up on membership fees.
- Help retain and grow the Alliance's membership and maximise participation and engagement opportunities for members.
- Coordinate internal communication to Alliance members on working groups, and other meetings, events and general updates.
- Provide support and assistance on member and other events.
- Maintain accurate and up-to-date membership details and records in the Alliance's membership database, including through Salesforce CRM.
- Collate and disseminate a weekly Oireachtas Monitor and support the development of a quarterly e-bulletin – 'Children's Rights Now', and ensure that these respond to the needs of the members.
- Complete Member Satisfaction Survey
- Conduct analysis on the impact of our membership activities for funder and annual reports.

Organisational Development

- As a member of the Communications and Development Team:
 - Take part in and contribute to the development of a Communications and Development Strategy.
 - Take part in and contribute to strategic/work planning, budgetary and evaluation activities.
 - Assist the Head of Communications and Development to prepare reports for the Board, funders and donors.

Other

- Act in accordance with the objectives and ethos of the Alliance.
- Participate in regular supervision with your line manager.
- Participate in team and staff meetings, service reviews/evaluations and contribute to the development of policy and practice within the organisation.

- Report any area of concern to your line manager in a timely manner.
- Show reasonable flexibility in relation to hours of work of attendance to meet the needs of the work. Work during unsocial hours may be required.
- Participate in and engage with a performance management programme.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role.
- Be vigilant to any health and safety risks, data protection of child protection risks in the work place and bring any concerns to designated officers and/or your line-manager.
- Participate in the efficient flow of information within the organisation by sharing and seeking information as appropriate.
- Undertake other duties as may be reasonably required from time-to-time

Experience and Knowledge

- *Essential*
 - Educated to third level.
 - At least two years' experience in a relevant position.
- *Desirable*
 - A professional qualification in public relations, marketing, fundraising or similar.
 - Experience of working in a membership organisation.
 - Experience of maintaining a contact management system.
 - Experience of organising events.
 - Experience of liaising with suppliers.

Skills and Special Aptitudes

- Ability to think creatively.
- Excellent written and verbal skills.
- Excellent organisational skills and ability to manage a complex work load.
- Ability to work to tight deadlines.
- Ability to work well within a small dynamic team.
- Excellent knowledge of ICT.
- A commitment to the values of the Children's Rights Alliance.

Location: Offices of the Children's Rights Alliance, 7 Red Cow Lane, Smithfield, Dublin 7, Ireland

Reporting to: Head of Communications and Development

Terms: This is a part-time position for 2.5 days a week. The full salary is €35,000 *pro rata* with a 10% pension contribution after six months. This is a one-year contract with possibility of renewal. The contract is subject to a probationary period.

Applications: A letter of application, along with a CV should be sent to Tanya Ward, Chief Executive, Children's Rights Alliance, 7 Red Cow Lane, Dublin 7 or to: jobs@childrensrights.ie

The deadline for receipt of applications is 1pm Monday, 26 August 2019.