

Membership Manager Application Pack



Closing date for applications:

Monday 14th September 2020, 12 noon

Interview 1:

Monday 21st September 2020, 9:30-12:30

Interview 2:

(If necessary) Monday 28th September 2020

Interviews will be conducted online via Microsoft Teams or Zoom, however we're open to interviews in person should candidates need reasonable adjustments



Inspire Wales To Be A Fairer Place To Live



Tai Pawb is the leading national organisation promoting equality and diversity in housing.

Our purpose is to **Inspire Wales to be a Fairer Place to Live**. We support and work with our members to help them put ideas into practice, we influence policy makers to make housing policy fair and we are the thought leaders on equality, diversity and human rights issues for the housing sector and beyond.

Membership Manager

Cardiff | £30,345 (full-time 35 hours) but open to part time applicants
Good pension scheme | Flexible working

We are looking for someone who can take the lead on engagement with our members, organising training and providing guidance for members, as well as being part of our award-winning QED quality mark team.

Working closely with the rest of the Tai Pawb team, you will make a significant contribution to retaining and strengthening Tai Pawb's membership base throughout Wales and ensuring that our services are of a high quality and are impactful.

Membership Manager



Welcome

Thank you for your interest in the Membership Manager role.

Tai Pawb is the leading national organisation promoting equality and diversity in housing. Our purpose is to **Inspire Wales to be a Fairer Place to Live**. We support and work with our members to help them put ideas into practice, we influence policy makers to make housing policy fairer and we strive to be the thought leaders on equality, diversity and human rights issues for the housing sector and beyond.

We are a driven and passionate team of seven and our values and purpose are always at the core of what we do. We are supportive and friendly.

Our remit is quite niche and we don't expect applicants to be experts at both equality and housing from the beginning. For this role, experience of engagement and providing services and the right values are the most important elements. If you are not sure whether to apply – feel free to contact me on Ceri@taipawb.org and we can arrange a call.

Tai Pawb has ambitious plans for the future and we need great people to help us deliver on these and take the organisation forward. One of the great things about working in a compact organisation like Tai Pawb is that you can really develop a variety of skills, wide knowledge, networks and your own profile, and it is very satisfying as you can see the direct impact of your work (there aren't many of us, you can really influence our direction and decisions don't take as long as they might in large organisations).

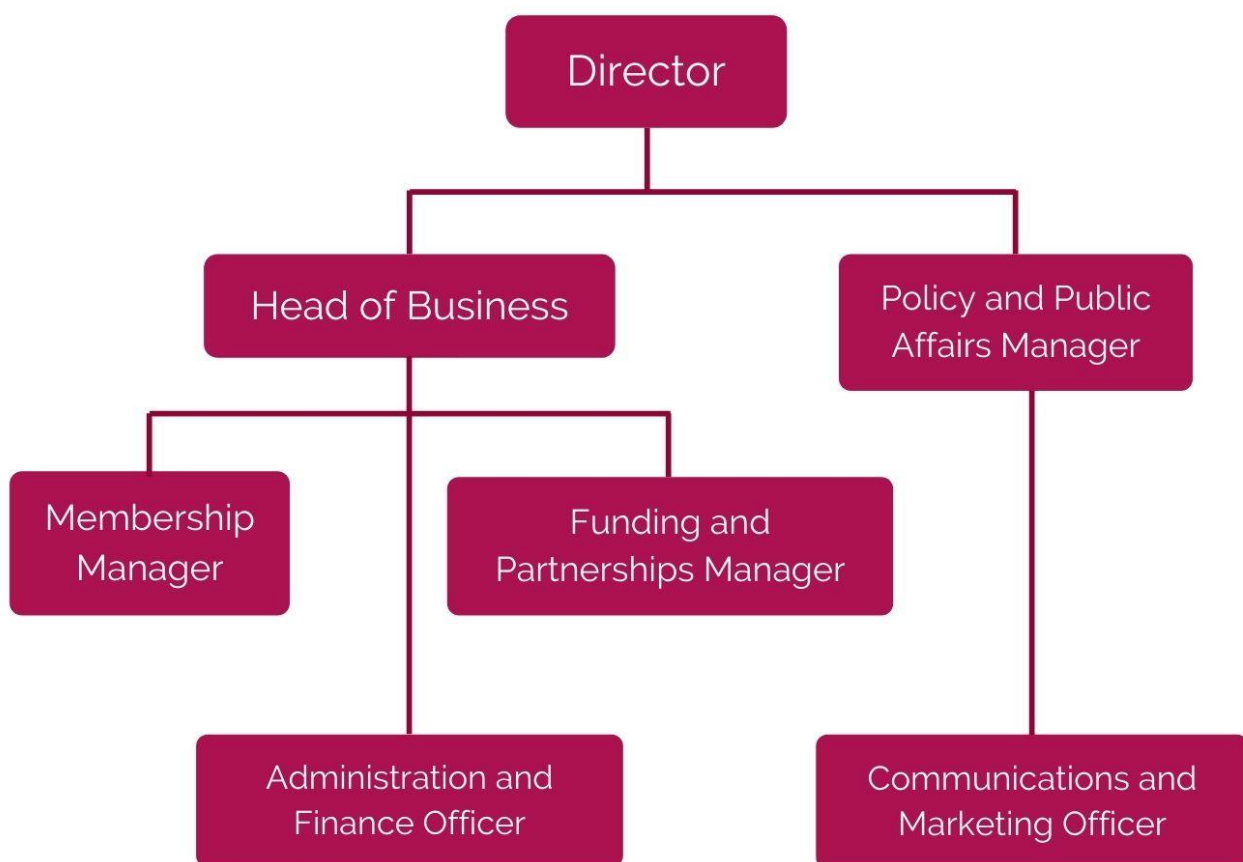
This is a fantastic opportunity to apply your skills and develop your potential in an organisation which is committed to supporting you in your career journey.

I am looking forward to receiving your application.

Ceri Meloy
Head of Business

Membership Manager

Our Structure



Membership Manager



Job Description

Post: Membership Manager

Responsible to: Head of Business

Salary: £30,345

Contract: Permanent

Purpose of the Post:

The post holder will take a lead on managing positive relationships with our members: maintaining and enhancing current relationships as well as leading on identifying potential new members. This work will include organising training and consultancy support delivered by associates, developing new services for members and being part of the delivery of the Tai Pawb QED quality mark.

Key Duties:

- Manage, protect and maintain the positive relationships between Tai Pawb and its members and other users of Tai Pawb services.
- Lead on the expansion and diversification of Tai Pawb's membership services and products offer for current and new sectors, working closely with the Funding and Partnerships Manager to facilitate this.
- Monitor targets, income and expenditure levels related to Tai Pawb member services.
- Manage Tai Pawb's membership offer to ensure it meets member needs and brings in income to support Tai Pawb's work
- Manage annual membership renewals and work with the Funding and Partnerships Manager to grow the membership base
- Keep abreast of innovation and developments in equality and diversity and ensure these are reflected in the services Tai Pawb offers.
- Manage the delivery of training and consultancy support through Tai Pawb associates, ensuring Tai Pawb delivers impactful, innovative and inspiring high quality services.
- Contribute to further development and delivery of the Tai Pawb Quality Mark- QED- and act as an assessor
- Deputise for the Head of Business when required
- Support governance through taking part and contributing information for board meetings
- Manage the CRM system and work with colleagues to ensure Tai Pawb has an up to date record of stakeholder contacts and their engagement with Tai Pawb
- Work strategically with the rest of the Tai Pawb team to develop insight and an evidence base to underpin Tai Pawb's activities.
- Undertake any other tasks as may be required from time to time as a member of a small team with a national remit

Membership

Manager

Person Specification



	Essential	Desirable
Knowledge	Relevant degree, professional qualification or experience	Understanding of the housing sector
	Understanding of the role of a national membership organisation	Understanding of Equality and Diversity issues, experiences, challenges and issues affecting individuals, communities and organisations
	Understanding of equality and diversity policy and practice	
	Understanding of the third sector	
Experience	Experience in organising training and or consultancy	
	Networking at various levels and using it in practice	
	Relationship/account management	Experience of corporate fundraising/commercial partnerships
	Expanding and diversifying organisational services to generate income	Working with or using quality assurance approaches
	Service Development and Improvement	Managing staff remotely
	Experience of group facilitation	
	Experience of delivering presentations and public speaking	
	Managing Budgets	
Skills and Competencies		Ability to communicate in Welsh

	Highly organised with good project planning skills	Experience of managing and using a CRM system
	Good analytical and problem solving skills	
	Strong and demonstrable commitment to equality and diversity	
	Strong focus on customer needs and experiences	
	Excellent interpersonal and relationship building skills with people at all levels	
	Good standard of IT skills including Excel, Word and Powerpoint or equivalent software	

Membership

Manager



Main Terms and Conditions

Salary:	£30,345
Family friendly:	Flexible working, flexi-time, contractual maternity/paternity/adoption/shared parental pay (above statutory), Tax Free Childcare
Pension:	Defined contribution pension (5% employer contribution)
Conditions of service:	35 hour week with a flexi-time working arrangement 25 days annual leave plus statutory and complimentary holidays
Probationary period:	6 months
Current Base:	Norbury Road, Cardiff, CF5 3AS (office), however, all staff currently working from home
Travelling Expenses:	In line with NJC Rates
Language:	The ability to speak Welsh or other languages is welcome but is not considered to be a requirement for this post.
Equal Opportunities:	We are an equal opportunities organisation. We do not discriminate against applicants on the grounds of age, race, religion, nationality, sexual orientation, gender, gender identity, disability, marriage and civil partnership or pregnancy. We celebrate diversity and difference. It is a requirement that the person appointed demonstrates these values in how they work. We are committed to increasing the diversity of our team, therefore candidates from Black, Asian or other ethnic minority backgrounds and disabled people who apply and meet the essential job criteria will be guaranteed an interview.
Responsible to:	Head of Business