

Membership and Engagement Manager Job Description and Person Specification

Job Title:	Membership and Engagement Manager
Reporting to:	Chief Executive Officer
Responsible for:	<ul style="list-style-type: none">• Oversight and management of our Beyond Us and Them Research Project and wider stakeholder engagement.• Leading on developing Belong's membership including engagement with potential member organisations across the public, private and civil society sectors.• Maintaining strong and beneficial relationships with existing Belong members.
Location:	Manchester with remote working whilst work and travel restrictions continue.
Hours:	Full-time (37.5 hours per week) or substantial part-time with some possibility for flexible working.
Salary:	£35,000 per annum pro rata
Probationary period:	1 month
Contract:	Initial fixed term contract up until end March 2021 with the possibility of extension to a permanent contract.
Notice period:	3 months

Are you driven by social purpose, reliable and motivated, with strong organisational and engagement skills? Do you have excellent communication and business skills and the ability to inspire, motivate and engage others? Then Belong – The Cohesion and Integration Network would love to hear from you!

About Belong

Belong is a dynamic and growing charity and membership organisation. Our vision is a more integrated and less divided society. We bring organisations and individuals from across different sectors (local authorities, civil society, academic, public and private sectors) to share ideas, knowledge and experience in order to build the capacity, skills and resources for a more cohesive, integrated and peaceful society.

Our purpose is to Connect, Support and Mobilise:

- Connecting people, places and organisations locally and nationally across the UK and across different sectors to disseminate knowledge and best practice on integration.
- Supporting all those who are delivering cohesion, integration and intercultural work; giving them the resources, skills, training, inspiration and confidence to improve practice.
- With our members raise the profile of this vital work, developing a shared voice, consulting on key issues of interest to our members, and influencing policy so that together we can make an integrated society an everyday reality.

Membership is open to civil society organisations, governmental departments, universities and academic institutions, housing and education agencies, local government and will also harness the power of the private sector. We are delighted that our supporters and founding members include the Ministry for Housing Communities and Local Government (MHCLG), Savannah Wisdom Foundation and Manchester City Council.

As part of our response to Covid-19 Belong has developed the [Beyond Us and Them Research project](#) in partnership with the Centre for the Study of Group Processes and supported by the Nuffield Foundation. This important research is investigating the impact of Covid-19 on social cohesion and is working with a group of members and wider stakeholders to examine how the unique characteristics of place are influencing responses to, and recovery, from the pandemic. The findings from this project will influence our events and training programme and wider engagement with members over the next year.

Belong is registered as a charity with a founding Board, led by Belong's Chair Professor Ted Cattle. Belong operates with a small team from its head office in Manchester and is led by Chief Executive Jo Broadwood.

Candidate Profile:

You will be confident and articulate with excellent engagement and negotiating skills, comfortable in presenting to a wide range of stakeholders, You will be practical, focused and detailed, able to turn strategy into action and willing to do what it takes to get a job done. You will be passionate about social cohesion, integration and intercultural programmes, able to build strong relationships with a range of members and partners across different sectors. You will demonstrate a genuine commitment to the organisation's growth and success and for building a more integrated and less divided society. This is your chance to make a real difference to integration and cohesion across the UK.

About the Membership and Engagement Manager

The Membership and Engagement Manager is a key role in our small friendly team based in central Manchester. You will work closely with the CEO and with the rest of the Belong team to ensure that we deliver on our goals and objectives for the year ahead. In particular you will be responsible for managing the delivery of our Beyond Us and Them Research project working with our partners at the Centre for the Study of Group Processes, a group of Belong members and wider stakeholder group. You will also lead on cultivating and maintaining relationships with our member organisations and supporting them to build strong local networks to improve cohesion and integration across the UK. As we emerge from the pandemic you will be responsible with the CEO for revising and reviewing our approach to membership.

Main Responsibilities:

Work closely with the CEO on delivering our Beyond Us and Them Research Project

- To convene and facilitate the Belong steering group for the project made up of academics, research partners and Belong members and wider stakeholders
- To manage the day to day delivery of the project working closely with our partner CSGP and with the 10 local authority and civil society sector organisations who are our research partners
- To support the organisation and delivery of the qualitative research in local areas working to agreed formats for focus groups, interviews and the gathering of supplementary material
- To ensure that all data and evidence gathered is securely stored and managed according to research ethics and to GDPR best practice
- To support research partners with developing communications and messaging around the project suitable for their residents and helping their administration of quantitative and qualitative surveys and research.
- To work with the Belong team and the team at CSGP to develop reports and ensure these are shared widely via research partners, Belong newsletter, website and social media
- To work with the Belong team to ensure that learning is developed into engaging, inspiring and stimulating content for the website and for the wider Belong membership

Membership Strategy and Engagement

You will work closely with the CEO to develop a longer term membership strategy as we emerge from the pandemic. You will also be responsible for maintaining and developing membership engagement including:

- Ensuring that Belong's current membership is supported and retained during the Covid-19 pandemic
- Developing and implementing membership on-boarding and renewal policies and procedures including linking with finance, member contracts, code of conduct etc.
- Developing and delivering consultation and feedback processes so that members can influence the development of the Belong offer to members

- Working with the Digital and Comms Coordinator to provide relevant, up to date and engaging content as required for inclusion in the Belong newsletter, social media feeds and the members area of the website
- Working closely with the Event and Training Manager to ensure that the annual programme of Belong events meets members' needs.
- Working closely with the Belong team to ensure that events, training and consultancy are delivered to a high standard and that members are encouraged to make full use of their member benefits.

Operational

- Monitor and track individual member engagement from first point of contact through to membership renewal
- Provide accurate and timely data for reports to funders and other stakeholders.
- Provide regular and timely reports on member engagement and growth in membership, including contributing to financial forecasting.
- Ensure compliance with all data regulations and protection, including GDPR.

The above list is indicative only and not exhaustive. The post holder is expected to carry out all such additional duties as are commensurate with the role.

Person Specification:

Essential	Desirable
Qualifications	
Degree OR equivalent work experience	A research qualification in an area of study related to cohesion, integration, interculturalism or related fields
Experience	
2 years' experience of developing and delivering programmes to support cohesion, integration or intercultural activities	Qualitative research experience would be an advantage.
At least 2 years' experience of developing, engaging and coordinating a network or membership body, or equivalent.	
Experience of developing and working in partnership with at least three of the following: local authorities; central government; civil society organisations; private sector / businesses; other public sector delivery agencies.	
Skills, Knowledge and Capabilities	
Ability to use digital and tech to facilitate engagement, communication and learning and collaboration	Development of content for engaging stakeholders via online platforms and forums
Knowledge and familiarity with local government structures and / or working with civil society sector / local voluntary and community sector and how they work.	
Utilisation of data management tools / CRMs for client relationship management	
Strong engagement and networking skills with an ability to build excellent relationships with a wide range of stakeholders.	
Sound understanding and commitment to equality, diversity and inclusion.	
Personal Qualities	
Passionate about improving cohesion & integration in the UK.	
Able to recognise personal strengths and development needs.	
Collaborative and solution focused	
Diplomatic and committed to transparency.	
Practical, focused and able to work independently and as a vital part of a small team	

Utterly reliable and organised
Able to work in a fast paced and changing environment

How To Apply:

Belong is committed to achieving greater diversity in its team and welcomes applications regardless of sex, gender, race, age, sexuality, belief or disability.

To apply for this position, please submit by email a comprehensive CV and a supporting statement of no more than two pages of A4. Please ensure that your application fully addresses the job description and person specification criteria. (We will not consider applications without a supporting statement)

In your application, please provide the names, positions, organisations and email & telephone contact numbers of two referees; one of whom should be your current/most recent employer. References will only be taken once your express permission has been granted.

When applying please ensure that you have provided your mobile, work and/or home telephone numbers and email address, as well as any dates when you will not be available or might have difficulty with the indicative timetable below. We would also be grateful if you could let us know if you will require any special provision as a result of any disability should you be called for interview.

Please email your application to recruitment@belongnetwork.co.uk with 'Partnerships and Membership Manager' in the subject line by **9 am on 29th June 2020**. You will be informed if you have been shortlisted by 5pm Friday 6th July. If you have not heard from us by then please assume that you have not been shortlisted. Interviews will be held on **Wednesday 8th July and Friday 10th July 2020**. To find out more about Belong please visit www.belongnetwork.co.uk

For further information, or if you have any questions, please email jo@belongnetwork.co.uk