

Membership Officer

Job description

Location: *London or Geneva*

Reports to: *Director of Communications & Membership*

Direct reports: *None*

Background:

CHS Alliance is a not-for-profit organisation headquartered in Geneva, with a branch office in London, currently employing 20 staff. We are a global alliance of humanitarian and development organisations committed to making aid work better for people, through applying the Core Humanitarian Standard (CHS). We believe organisations deliver higher quality, more effective aid when they are accountable to the people they serve.

CHS Alliance is also committed to a growing and diverse membership, to help the us realise the ambition of our new strategy, and ensuring the sector delivers on its CHS Commitments to people affected by crisis.

Purpose of the role:

Supporting the CHS Alliance to achieve its strategy for a strengthened global network.

Tasks:

1. Support the Director of Communications and Membership by implementing application procedures and processes, including: reviewing applications, conducting due diligence checks, corresponding with applicants and distributing membership materials;
2. Provide information on membership to colleagues and external parties. This includes answering email enquiries about membership from prospective members, tracking membership prospects, and setting up briefing calls where appropriate;
3. Liaise with new members on the 'welcome pack' materials (certificate, official letter, setting up induction calls);
4. Ensure member records are regularly updated on the database, and supporting finance colleagues with information for invoicing;
5. Sharing information with relevant Alliance staff and ensuring members are accessing appropriate support and services
6. Support the preparation of reports, analytics, dashboards to track membership performance for sharing with the Membership and Nominations Committee and assist with note taking as needed;
7. Support membership dialogues, consultations and annual members' survey using digital survey platform (such as Survey Monkey);

8. Liaise with service providers to order promotional and printed materials for the CHS Alliance (like CHS booklets, business cards, etc);
9. Organise membership related posting (sending welcome pack and other publications to members);
10. Monitor the general email account of the CHS Alliance (info@chsalliance.org), in collaboration with the Events Manager;
11. Help establish systems for coordinating and tracking for translations of the CHS and other Alliance materials, which are coordinated through voluntary contributions from members;
12. Other tasks as directed by the Director of Communications and Membership.

Key Contacts:

- **Internal:** Communication and Membership team.
- **External:** Membership applicants; interested organisations; existing members; some external providers.

Person Specification:

	Essential	Desirable
Qualifications:	<ul style="list-style-type: none"> • Higher education 	<ul style="list-style-type: none"> • Professional certificates in administration or info management
Experience and Knowledge:	<ul style="list-style-type: none"> • At least 2 years of administrative experience • At least 2 years' experience in using Microsoft Office 365 suite, particularly Word, Excel & PDF • Basic working knowledge of Adobe Creative Suite, particularly Photoshop, Illustrator or InDesign • Familiarity with an online, remote working environment (e.g. MS Teams, Zoom) 	<ul style="list-style-type: none"> • Experience in a membership organisation • Knowledge of the humanitarian or development sectors • Experience in the humanitarian sector and appreciation of the needs of Alliance members and more generally the application of quality & accountability standards and codes of good practice. • Experience using Salesforce
Language	<ul style="list-style-type: none"> • Excellent English, both oral and written. 	<ul style="list-style-type: none"> • Other language (including French, Arabic, or Spanish) a strong asset

<p>Skills and Competencies:</p>	<ul style="list-style-type: none"> • Delivering Results: Dynamic and able to bring opportunities together to deliver results. • Inclusive: Demonstrating understanding of gender, diversity and inclusion. • Creative thinking: Curious about alternative or unconventional ideas/solutions. Flexibility, creativity and effectiveness in working collaboratively. • Communicating: Effective communication skills, both verbal and written. • Cultural Sensitivity: Adaptable and sensitive to work in different cultural contexts. • Time Management: Ability to work under pressure and meet strict deadlines. Ability to prioritise workloads and self-organise. 	
<p>Behaviour</p>	<ul style="list-style-type: none"> • Proven integrity - upholding and promoting the highest standards of ethical and professional conduct and abiding by the CHS Alliance Code of Conduct. • Commitment to the CHS Alliance values, vision and mission 	