
Job Description

Position	Membership Engagement Coordinator
Reports to	Head of Strategy & Development
Line Reports	Membership Engagement Officer
Job Family	Coordinator
Location	London

Our Purpose

The **Global Network of Civil Society Organisations for Disaster Reduction (GNDR)** was established in 2007. Since then GNDR has grown as the largest international network of civil society organisations working to strengthen resilience and reduce risk in communities worldwide. We are more than 1,200 organisations, many of them grassroots and local community groups as well as national, regional and international organisations and networks. We support the interface between civil society organisations at the frontline and local, national and international policy-making institutions and governance structures. GNDR members work together to amplify the voices of people most at risk and to influence policies and practices. We strengthen our capacities by creating knowledge, and through collaborative learning and action. Together our network is working to make an impact in over 120 countries.

Our Vision

A world in which everyone works together to strengthen the resilience of people most at risk and prevent hazards from becoming disasters

Strategic Objectives

GNDR has three mutually reinforcing objectives:

- Strengthen the collaboration, solidarity and mobilisation of civil society organisations
- Champion a localisation movement
- Strive for Risk-Informed Development

Purpose of the Secretariat

The GNDR Secretariat serves as a support entity to the membership operating through a global hub in London and regional hubs in Africa, Asia and Latin America. The GNDR Secretariat is legally constituted as a UK charity with the main responsibilities of facilitating the development, coordination and implementation of strategy, work plans and budgets, including supporting the mobilisation of adequate resources.



Main purpose of the role

The Membership Engagement Coordinator as a member of the secretariat team is responsible for, the membership journey from first contact GNDR, through onboarding to becoming an engaged and contributing member; communication with members, including promoting and sharing learning and knowledge; conducting elections and selection of members for the Global Board and Regional Advisory Groups (RAGs); and internal communications within the GNDR secretariat.

Position in Organisation

- Responsible to the Head of Strategy & Development;
- Part of the Secretariat team and active participant in cross-team working groups;
- Leads the Membership Engagement sub-function consisting of the Membership Engagement Officer and a list of volunteers and consultants;
- Works in close collaboration with GNDR secretariat staff, members and project partners;
- Close collaboration with the External Communications Coordinator to ensure coherence of communication messaging and coordination of targeting;

Overall Scope of the Role

- Recruitment and management of membership
- Election of Board and Regional Advisory Groups members
- Membership Engagement
- Internal communication
- Governance and representation of Stichting GNDR
- Line Management

Specific Responsibilities

1. Recruitment and management of membership

- Ensure global and regional enquiries from interested parties and applications from potential members are dealt with in a timely and effective manner;
- Support the ongoing improvements to the membership registration;
- Assist with the overall development and maintenance of accurate and relevant membership database, compliant to GNDR;

2. Work with Executive Director for the Election of Board and Regional Advisory Groups members

- Conduct the election/selection of the members of Global Board in line with the Governance Manual and membership guidelines;
- Conduct the election of the RAG members;
- Support the induction of Global Board and RAG members;



-
- Collaborate with colleagues on the deployment, maintenance, translation, training and use of online conferencing for online discussions and learning with and within members, and for Board sessions and other meetings;
 - Produce guidance and FAQs for members on membership process;

3. Membership Engagement

- In collaboration with the Head of Strategy and External Communications Coordinator develop the Membership Engagement Strategy and annual plan;
- Coordinate GNDR's quarterly members newsletter, ensuring that content is engaging;
- Collaborate with colleagues for online conferencing for discussions and learning with and within members, Board sessions and other meetings, ensuring translation is provided and users are trained;
- Maintain, review and develop GNDR's digital platform and proactively engage with members ensuring that the Platform is well-used and content is current and relevant
- Collaborate with colleagues on the use of online conferencing for discussions and learning with and within members, and for Board sessions and other meetings;
- Encourage members to engage on the Community Platform and identifying opportunities for members to collaborate;
- Monitor and evaluate engagement statistics on membership communication channels, including Community Platform, newsletter and in other membership communications channels to assess their effectiveness;
- Contribute to the preparation of briefing notes, progress updates, annual reports, GNDR publications and articles for publication in journals
- In collaboration with Regional Teams coordinate the design editing, translation and dissemination of materials to strengthen the capacity of members;
- Responsible for coordinating, organising and participating in international events, seminars, workshops and conferences for members, including the Global Summit, against agreed ToRs from the SLT, and representing GNDR as required, and supporting regional and national level events;

4. Internal Communications

- Support the Executive Director and Head of Strategy and Development and the wider SLT to develop an Internal Communication Strategy for the GNDR Secretariat
- Deliver internal communications liaising with SLT and Executive Director to provide messaging;

5. Governance and representation of Stichting GNDR

- Support the Executive Director with liaison to the Stichting GNDR board, arranging and board meetings;
- Support the Executive Director with representation to the Government of the Netherlands for statutory registration purposes;
- Liaise with the Hosting Agency to ensure serviced office space is provided;

6. Line Management



-
- Ensure GNDR's mission, values and objectives are communicated amongst line reports to foster understanding and ownership
 - Lead and manage direct reports ensuring clarity over plans and priorities, providing supervision, guidance and mentoring, encouraging effective team work and inclusiveness and building a team spirit through regular meetings and events.
 - Coach, mentor and capacity build direct reports
 - Implement GNDR's performance management system with direct reports with objective setting, probationary reviews, regular catch ups, 6-monthly appraisals, development planning and exit interviews, and take appropriate remedial action to address any areas of poor performance.



Person Specification

Position: Membership Engagement Coordinator

ATTRIBUTE/SKILL	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS	<ul style="list-style-type: none"> • A first degree in a relevant field • Proficiency, written and spoken, in English, with second language of either Spanish or French 	<ul style="list-style-type: none"> • Master's degree in a relevant field
EXPERIENCE	<ul style="list-style-type: none"> • Substantial experience in communications and media roles • Experience working in and managing networks • Experience of working in the INGO sector on development or humanitarian issues • Experience in identifying and working with specialists such as designers, writers, etc to deliver the network's communications 	<ul style="list-style-type: none"> • Exposure and understanding of the issues surrounding disasters, DRR, development and equity
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Familiarity with a wide range of communications methods and tools • Excellent communications skills, including written and spoken fluency in English • Networking and representational skills • Excellent writing and editing to a high standard • Ability to multitask, organise, prioritise under time constraints and pressure. • Ability to assess new options and innovations critically and to work with them flexibly where appropriate • Able to work well with a team • IT skills, • Able to travel internationally when necessary 	<ul style="list-style-type: none"> • Fluent in other languages, preferably French, or Spanish
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Culture and gender sensitivity • Good interpersonal manner and comfortable in cross cultural communication with people from different backgrounds • Committed to GNDR's values • A calm, confident, assertive and welcoming manner • Capable of working effectively in a high pressure and dynamic environment. • Concerned about attention to detail 	

INFORMATION FOR APPLICANTS

Only candidates who are currently eligible to reside and work within the UK should apply.

START DATE: As soon as possible. Position will be held open until filled.

CONTRACT TYPE: Contract will be offered on a fixed-term full-time basis subject to available funding and satisfactory completion of six-month probationary period.

OFFICE HOURS: 35 hour working week within the office hours of Monday to Friday 9:00am -5:00pm with one hour lunch. Flexible working arrangements are possible.

ANNUAL LEAVE: 25 days pro-rata basis plus statutory bank holidays, plus additional year end days at the discretion of the Executive Director

PROBATION: 6 months' probationary period with 3 months' mid-term review.

SALARY: TBC

TO APPLY: To apply for this position all applicants should send a brief cover letter and CV to jobs@gndr.org with subject line referencing the role title. Phone/Skype and/or Face-to-Face interviews will be arranged for short-listed candidates on a rolling basis. Only candidates selected for the interview will be contacted. Closing date Sunday

