



**Funder
Safeguarding
Collaborative**

Safer grant-making. Higher impact.

**global fund
for
children**

FSC Membership Officer

Title:	FSC Membership Officer
Status:	80% position with flexibility around preferred working pattern.
Employed by:	Global Fund for Children
Reports to:	FSC Executive Director
Location:	UK based. Hybrid working between home and the GFC UK office in Central London.
Salary:	Up to £50,000 per annum, pro rata, dependant on experience.
Benefits:	See information below

To complete application, visit <https://global-fund-for-children.breezy.hr/p/bcc8e3c7f19c> and click "Apply To Position"; closing date for applications is 28th of June 2024.

Global Fund for Children

Global Fund for Children partners to build a world where all youth are safe, strong, and valued. We pursue this mission by investing in innovative, locally led organizations, helping them deepen their impact and build their capacity for social change.

Funder Safeguarding Collaborative

The Funder Safeguarding Collaborative (FSC) is committed to building a world where safety and wellbeing are at the heart of every organisation. We are a thriving network of grant-making organisations who are driving action within their own organisations and the organisations they fund in order to create cultures and practices that keep people safe.

FSC achieves change through three mutually reinforcing strategies. We generate new knowledge and evidence about safeguarding in grant-making to improve the impact of funder practices. We then share this knowledge through creating spaces for dialogue, reflection and learning to increase awareness and commitment to safeguarding among funders. Finally, provide specialist technical support to funders to help them implement safeguarding effectively and will work with others to ensure access to high quality safeguarding support for grantee partners.

Our work is underpinned by our four core values:

- **Champion Safety:** We believe that everyone has the right to be safe and a duty to take action to prevent harm and promote the wellbeing of others.
- **Promote Continuous Learning:** We acknowledge what we don't know, value the knowledge that diverse voices bring, and commit to continually learning, adapting, and then learning some more.
- **Build Trusting Relationships:** We cultivate relationships based on mutual trust and respect, creating inclusive spaces where individuals feel safe to ask questions, learn from mistakes, and improve their practices.

- Challenge Power Imbalances: We actively identify and challenge power imbalances and structural inequalities that get in the way of building safer organisations.

The FSC is nested within Global Fund for Children who provide administrative support and technical expertise to develop and grow the Collaborative.

Position Summary

The Membership officer will play a key role in ensuring a smooth and successful membership journey for FSC members. This role will be responsible for the oversight and coordination of member activities and events. The role will also contribute to a culture of continual learning through gathering and analysing member feedback and implementing changes as part of FSC's Monitoring, Evaluation and Learning Framework.

The successful candidate must be able to self-manage projects and tasks to completion. Flexibility, positivity, proactively, independence, drive and a willingness to pitch in as true team-player are essential to success. This role reports to the FSC Executive Director but works closely with other members of the team.

Member Recruitment:

- Design and implement strategies to enhance member acquisition, proactively recruiting new members in line with FSC's strategic goals.
- Represent FSC at industry events and oversee external communication across various platforms, including social media.
- Function as an internal point-of-contact for external enquiries about FSC, responding to incoming general emails and queries in a timely manner.
- Meet with prospective members and present FSC membership and services, highlighting the value of membership.

Member Management:

- Conduct an analysis of the FSC member journey, identifying and implementing strategies to enhance the member experience and promote engagement.
- Onboard new members and provide ongoing support to help members register, navigate and engage with FSC resources and forums.
- Provide exemplary service to members, cultivating strong relationships and addressing inquiries or concerns, and supporting the FSC team to do the same.
- Oversee the membership renewal process, including managing the request and payment of membership fees.
- Conduct a segmentation of existing membership, identifying ways to tailor the member offer based on the needs of different members.
- Coordinate FSC membership offerings across regions, working closely with the FSC team to plan, execute and manage member events.
- Develop and implement a member communications strategy, including coordinating the member newsletter, maintaining up to date mailing lists and proactively promoting FSC events and training.

Data Management, Reporting and Learning:

- Support the development of and maintain accurate member database records.

- Introduce effective membership management systems which permit greater analysis and more time-efficient management of member records.
- Utilize CRM systems to monitor member activities and trends, producing detailed reports for the FSC team, ED and Steering Committee.
- Coordinate and oversee the gathering and documenting of feedback from members as part of FSC's monitoring, evaluation and learning framework.
- Collate and analyse data, presenting insights and trends to other FSC staff as well as prepare reports, presentations and other products based on learning.
- Work collaboratively with the FSC team to adapt membership offerings based on new learning to ensure member offer meets needs and wishes of members.

Other

- Attend regular team meetings and learning opportunities.
- Adhere to the highest standards of safeguarding, at all times, in line with GFC's **Safeguarding Policy, and proactively contribute to the implementation of FSC's Safeguarding Commitments.**
- Perform other duties as may be assigned by the FSC Executive Director.

Qualifications, Experience and Skills

Essential

- At least 5 years' experience working in a membership organization.
- Experience in membership management, including in designing member engagement, retention and segmentation strategies.
- Experience using a broad range of online tools, CRM and the full Microsoft Office suite.
- Experience administering and collating information gathered via surveys, interviews and other forms data collection.
- Experience of devising and delivering successful face to face and online events.
- Excellent verbal and written skills, with the ability to communicate with a broad range of internal and external stakeholders with differing interests.
- Exceptional organizational skills, with the ability to manage multiple tasks and deadlines independently.
- Collaborative team player with high degree of personal initiative, emotional intelligence, and accountability.
- **Passion for GFC's mission and for the mission and values of FSC.**
- Good judgment, tact, patience, and sense of humor.

Desirable

- Good understanding of safeguarding
- Understanding and experience with the philanthropic eco-system
- Previous event management experience
- Training and facilitation skills

Applications

If this sounds like a fit, we want to hear from you. **To complete application, visit <https://global-fund-for-children.breezy.hr/p/bcc8e3c7f19c> and click "Apply To Position"; closing date for applications is 28th of June 2024.**

GFC is an equal opportunity employer and is committed to creating an inclusive environment for all employees. We particularly encourage applications from under-represented groups such as returning parents or those who are re-entering work after a

career break, people who are LGBT+, from Black, Asian and Minority Ethnic backgrounds, with a disability and from less advantaged socioeconomic background.

Interviews will take place at the end of July and beginning of August. A formal offer of employment will always be dependent upon receipt of satisfactory references.

Benefits

We strive to build a culture that embraces care and wellbeing. Our global employee benefits include:

- Comprehensive medical, dental and vision plans
- Generous paid time off (annual leave, enhanced sickness leave, wellbeing days, sabbatical leave, family friendly leave)
- Flexible work arrangements - remote/hybrid/compressed work schedules
- Pension plan contributions
- Employee Assistance Services

Holidays – 30 days annual leave, including during Christmas and New Year, and 8 public holidays. The basic annual leave allowance increases to 35 days after 4 years continuous employment.

Learning – FSC encourages professional development as a part of our culture and values. FSC provides regular opportunities for training, collaboration, and mentorship. Employees may access professional development funds to support continued learning.