



MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

APPLICATION INFORMATION PACK

JOB TITLE:	Association Membership and Systems Officer
DEPARTMENT:	General Direction and Support Units
HOURS:	Full time, 37.5 hours per week – Mon-Fri
LENGTH OF CONTRACT:	Fixed Term Contract (12 months)
LOCATION:	London – hybrid, 2 days per week London Office (including Wednesdays)
REPORTS TO (JOB TITLE):	Association Team Lead
SALARY:	Salary: £36,437.07 to £44,534.19 Internal salary grade: 13 <i>Salary is offered in line with our pay framework and typically starts at the entry point of the band. Salary increases are considered annually and are subject to our appraisal and performance review process.</i>
BENEFITS:	28 days' annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays. MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment. Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues. Cycle Scheme or Bike Loans available. Group Life insurance currently set at a minimum of 4x basic salary.

JOB PURPOSE

The primary role of the Association Membership and Systems Officer is to coordinate and implement a programme of work to improve the recruitment, onboarding, and member management processes of current and prospective MSF UK Association members. Working under the strategic direction of the Head of Governance and Association and the Association Team Lead, this role will help strengthen the

processes, data and systems that support MSFers to join, participate and remain connected to the MSF UK Association.

Reporting to the Association Team Lead, this role will review existing membership systems, workflows and information management practices, identify areas for improvement and support the implementation of agreed practical recommendations to improve efficiency, data quality, processes and systems.

This role will work closely with colleagues in MSF UK across the Governance and Association Unit, Field HR team, IT team and international Association Network to ensure alignment of systems and processes within the organisation. In addition, the role will liaise with associative counterparts across the OCA partnership and the rest of the MSF Movement to ensure consistency of approach and best practice.

By making membership processes more accessible, reliable and efficient, the role will strengthen the Association's ability to understand, communicate with and engage with current and prospective members in MSF's associative life and social mission, aligned with relevant objectives in the Association Plan and MSF UK's Strategic Direction.

OVERVIEW OF DEPARTMENT

The post is located in the Governance & Association Unit (GAU) – one of the General Direction Support Units (GDSUs) at MSF UK.

The GDSUs ensure the proper and ethical governance of MSF UK through support and advice to General Direction, comprising the Executive Director and the Deputy Executive Director, and directly to other departments across the organisation. Collectively, the GDSUs are responsible for: governance and legal, engagement with the MSF UK association, strategy and accountability, compliance and risk management, strategic positioning and external advocacy, change and innovation, relationships with the Operational Centre Amsterdam and wider MSF movement, and the overall health and performance of MSF UK and its branch office, MSF Ireland.

The Governance & Association Unit (GAU) is responsible for the internal governance arrangements and processes that enable the MSF UK Board of Trustees and the Management Team (CoDir) to make effective, informed, and timely decisions. A critical element of this is the development and engagement of the MSF UK Association – its company law members who shape and safeguard the work of MSF UK in line with its core principles: independence, impartiality and neutrality.

DIMENSIONS

The role forms an essential part of the Association Team, sitting within the Governance & Association Unit and the GDSU Department.

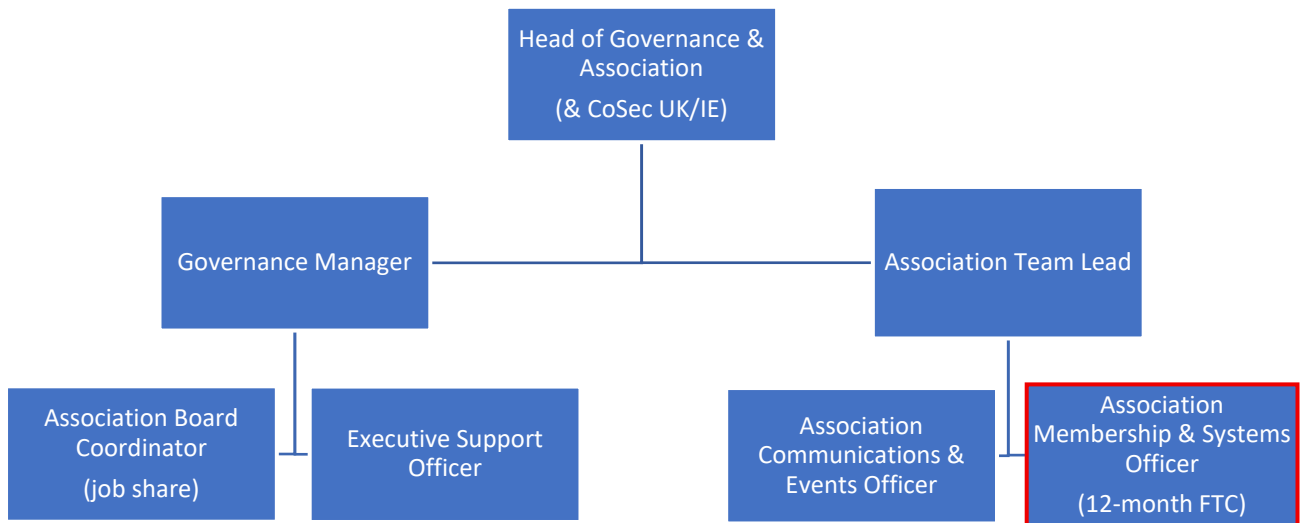
Coordination of a programme of work lasting 12 months incorporating management of multiple concurrent projects across membership systems, data and process improvement, under the direction of the Association Team Lead and the Head of Governance and Association, and in collaboration with relevant subject matter experts.

Communication and engagement with c. 640 MSF UK Association members (e.g. correspondence regarding membership data) and c. 1,000 prospective members.

Works with internal stakeholders across Association, Governance, Field HR, IT, Data Protection and other relevant teams, as well as Association counterparts across the MSF Movement.

No direct budget responsibility but contributes to options appraisal and a potential business case for investment in a future membership platform.

ORGANISATIONAL STRUCTURE



CONTEXT

The MSF UK Association brings together current and former MSF staff who contribute to the organisation's governance, debate and strategic direction. The Association Team, based within the Governance and Association Unit, supports members throughout their membership journey and enables their participation in associative and governance activities in the UK and across the wider MSF Movement.

The role has been created as a 12-month position to improve the processes, data and systems underpinning membership administration and engagement. The jobholder will collaborate closely with Governance and Association colleagues, members, HR, IT, Data Protection and other relevant teams, as well as Association counterparts across the MSF Movement, to develop practical and sustainable improvements, aligned with relevant objectives in the Association Plan and MSF UK's Strategic Direction.

<u>ACCOUNTABILITIES</u>	<u>KEY PERFORMANCE INDICATORS</u>
1. Map and assess the current membership administration and management processes to help identify inefficiencies, risks and opportunities for improvement, and agree a project plan for improvements with the Association Team Lead and the Head of Governance and Association. 2. Support the planning, implementation and evaluation of an agreed data improvement plan to address inconsistencies, errors or gaps in member data, including contacting members to update or verify their information and then updating relevant records. 3. Support the design, testing and implementation of more effective processes, covering membership applications, onboarding, communications, engagement records, annual affirmation and changes in membership status, with the strategic input from the Association Team Lead and the Head of Governance and Association, aligned with relevant objectives in the Association Plan and MSF UK's Strategic Direction. 4. Produce membership reporting, analysis and dashboards that help translate data into insights that inform communications and engagement strategies to strengthen associative participation, aligned with relevant objectives in the Association Plan and MSF UK's Strategic Direction. 5. Coordinate the collection and organisation of requirements for a future membership-management solution, working with colleagues, IT, and relevant subject matter experts. Research good practice from other MSF Associations and support the development of options and recommendations for consideration by senior colleagues. 6. Coordinate and implement the migration and reorganisation of Association team files so that the information is clearly structured, accessible and easy to maintain. 7. Develop practical user guidance and deliver informal briefings to help Association Team colleagues use new processes and systems consistently. 8. Contribute to the delivery of the Association Team's and wider Unit's work plan as well as relevant cross-departmental campaigns and initiatives.	Current-state membership processes and data flows are mapped and clearly documented within the agreed timeframe. Key risks and improvement opportunities are identified and discussed with the Association Team Lead. A realistic project plan is agreed with the Association Team Lead and is updated as required. Existing membership data are cleansed and updated within the project timeframe, and communications with members are clear and positive. Operational requirements are gathered from agreed stakeholders, and proposed process improvements are reviewed with the Association Team Lead and relevant subject matter experts before implementation. Agreed membership workflows are redesigned, tested and implemented to support positive experiences for system users and members. Analysis and reporting on Association member data are developed and delivered to support the Association Plan and relevant reporting to the Association Committee and Board. Future system requirements and recommendations are prepared for review by the Association Lead and the Head of Governance and Association, within agreed timelines. Personal membership data are handled with discretion and compliance with data-protection and information-management requirements.

	Association Team files are migrated to the agreed SharePoint site through clear structures and effective archiving approaches. Guidance, informal training and handover documentation are completed for agreed membership processes and systems. Project progress, risks and decisions are reported regularly, with relevant contributions made to team, annual and strategic planning. Deliver agreed contribution to the Association team and any cross-departmental campaigns and initiatives, as related to the role.
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CHALLENGE & CREATIVITY / DECISION-MAKING

The jobholder will need to be organised, flexible and good at managing a busy workload and multiple projects at the same time, while working within priorities agreed with the Association Team Lead and the Head of Governance and Association.

They will need to understand the interconnected systems and processes that have developed over time, gather input from users and subject matter experts and apply logical thinking as well as human touch to help design and implement improvements.

They will need excellent communication skills with the ability to build strong relationships with stakeholders at MSF UK and with Association colleagues across the MSF Movement.

The postholder will need to explain complex information clearly, involve users in designing solutions and support improvements that strengthen the membership and engagement experience.

The jobholder will also need to manage dependencies outside its direct control, including system access, organisational approvals and supplier input. It must therefore identify risks early, present realistic options and adapt plans while maintaining progress toward the programme's objectives.

KNOWLEDGE, SKILLS & EXPERIENCE

- Proven experience and understanding of improving processes and data quality, analytics and reporting.
- Experience working with an MSF Association or another membership-based or volunteer-led organisation.
- Excellent level of numeracy combined with accuracy and attention to detail in the area of data and process analysis.
- Significant experience of coordinating a project or programme of work involving several stakeholders.

- Experience producing reports, analysis or data visualisation using Excel, Power BI and comparable tools.
- Knowledge of relevant data protection legislation.
- A systematic and organised approach with a proven ability to follow things through and meet regular deadlines.
- Proficient interpersonal, influencing and negotiating skills, including the ability to manage and build relationships with colleagues outside MSF UK and external suppliers.
- Self-motivated, flexible and able to work without close supervision.
- Flexibility to take on other related tasks combined with willingness to learn.
- Fluency in written and spoken English.
- High technical proficiency in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive.

COMPETENCIES

Respect:

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behaviour expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation** by the closing date.

Incomplete applications will not be considered.

We encourage early applications as we reserve the right to close applications before the advertised closing date, or if a suitable candidate is found.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: Tuesday 15 September 2026, 12 noon (GMT/BST)**
- **First round interviews: 1 October 2026**
- **Projected Start Date: 1 December 2026**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org.

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Employment sponsorship will NOT be offered by MSF UK for this role. Please [click here](#) to check whether you have the right to work in the UK.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!