



## Coordinator, Membership

**ISEAL is offering an exciting opportunity to work in a sustainability focused setting for a proactive and process-oriented individual with a passion for good customer service and stakeholder relationships. The role provides administrative, logistics, and communications support as part of the team dealing with all aspects of membership and offers valuable exposure to a wide range of sustainability schemes. If you are looking to apply your existing coordination and administration skills to work in a customer facing role, this role will provide you with some excellent insights and networks that will benefit your progress.**

ISEAL supports sustainability standards and similar market-based sustainability systems to improve their impacts on people and planet. Its membership team is the key point of contact for aspiring new Community Members, subscribers and existing member organisations. The coordinator will be in contact with a diverse range of organisations working in sustainability, assisting in pitching and providing specialist services, as well as helping prospective Community Members to navigate the member application process. Additionally, the role will coordinate activities relating to members fulfilling the requirements of membership and will ensure accurate record keeping for services and member related processes.

To be considered for this role, you will be highly organised with great attention to detail and a committed approach to serving customers or stakeholders. You will enjoy working on a varied and changing set of tasks related to different areas of membership provision. Having gained a good level of work experience, you are familiar with process administration, customer service, stakeholder engagement and communications. You have an interest in learning more about member compliance processes and service provision. This role reports to two associate managers in the team, covering the different aspect of the role.

### Key Responsibilities we will entrust you with:

#### Services and member prospecting

- Act as the first point of contact and respond to enquiries about ISEAL, services and membership
- Schedule and co-lead prospect calls, pitching relevant services from our portfolio, taking notes and supporting follow up actions
- Help member prospects understand the value of ISEAL membership and our services, and coordinate outreach to prospective members ahead of Community Member application windows
- Use and continually improve record-keeping systems, tracking customer relationships on Salesforce and support member/customer prospecting processes
- Coordinate the ISEAL Insight subscription, including proactively recruiting new customers and supporting existing relationships, tracking payments, and coordinating the delivery of the Insight programme of content
- Support delivery of ISEAL's training courses, including coordinating promotions, registrations and event logistics



- Deliver administrative tasks to support ISEAL's tailored services processes, including preparing service agreements on contract management system and managing payments

### **Membership applications and compliance programme**

- Coordinate application process for aspiring Community Members, providing guidance throughout their application journey, addressing questions, supporting submission of materials, and managing completeness checks and comment periods.
- Liaise between prospects and compliance team to respond to questions regarding application process and requirements and maintain application log in Salesforce.
- Create and coordinate member compliance activities, including piloting process and external independent evaluation schedules
- With supervisor support, develop and maintain effective relationships with members, prospect members and evaluators in relation to the compliance programme and application process.
- Deliver administrative tasks to support the compliance programme and application process, including but not limited to scheduling calls, sourcing and maintaining evaluator records of competence and conflict of interest
- Maintain and track data across various platforms, updating tracking logs, and update web content on the ISEAL website.
- Coordinate information and produce reports and minutes in support of programme management, Membership Committee and strategic development of the compliance programme
- Contribute to systematic measurement and improvement of the compliance programme

### **General**

- Assist in promoting best practice in use of IT, communications and knowledge management systems within projects, and support efforts to help bring about improvements
- Provide ad hoc support to organisation-wide initiatives, if needs arise
- Be a collaborative and effective team member, liaising with colleagues at all levels across organisation
- Additional responsibilities as assigned by supervisors

### **Experience, Knowledge and Attribute**

- Experience working or interning in a support/administrative role, ideally in an international NGO, professional or membership organisation
- Some experience in a role focused on customer service/communications or user experience and genuine interest in providing exceptional customer service
- Strong organisational skills, with some experience with supporting administration, meeting coordination, logistics, contracts, proof-reading, communications, etc.
- Good time management and ability to organise multiple simultaneous tasks efficiently with precision and strong attention to detail
- Excellent written & spoken English, with proven ability to write clearly and concisely
- Confidence in communications with colleagues, customers and external partners, displaying professionalism and right level of tact and awareness of others
- Comfortable communicating with stakeholders in online and in person setting (e.g. webinars,



workshops etc)

- Ability to communicate and work effectively with cross-functional teams in a largely remote, international environment, including regular international time-zone calls
- Ability to thrive in a dynamic work environment with changing projects and working with multiple reporting lines
- Confidence in using the Microsoft Office suite and IT systems, familiarity with virtual meeting tools (e.g. MS Teams, Zoom, etc), use of contact management databases (e.g. Salesforce)
- Interest in social, environmental, and economic sustainability

### Additionally desirable

- Experience in a compliance related role
- Some understanding of, sustainability standards and certification, which may have been gained in academic, internship, employment or voluntary settings

### About ISEAL

ISEAL supports ambitious sustainability systems and their partners to tackle the world's most pressing sustainability challenges – from the climate emergency and biodiversity crisis to human rights and persistent poverty. ISEAL Community Members include many of the most respected sustainability schemes worldwide and are active across a diverse range of sectors. Read more about us on our website [www.iseal.org](http://www.iseal.org).

### ISEAL's culture and how we will help you thrive

Our values are **Connection, Empowerment, Inspiration, Wellbeing, Effective Working and Creativity.**

These are traits we value in each other and in the organisation overall and we instil these in all our processes and interactions.

The issues we work on are of a global nature and our team reflects this, with individuals from many different backgrounds and nationalities. We know this diversity adds to the high quality of work we deliver as an organisation and through our commitment to diversity and inclusion we want to add strengths and perspectives in our team with each recruitment. Diversity for us includes race and gender identity, age, disability status, sexual orientation, religion and many other areas forming part of someone's identity. We are proud to be an equal opportunities employer.

As an organisation, we also support our people in their personal and professional development, with specific budgets and processes enabling individuals to take advantage of growth and development opportunities.

We offer 25 days of annual leave, to which we will add a day a year after 2 years (to a maximum of 30 days), as well as an extra five days as a one off once you have been with us for a full five years.

We recognise individuals' preferences when it comes to where and when to work through a hybrid working model with a minimum of 4 days per month in the London office as well as the opportunity to apply for flexible working arrangements to suit individual's needs.



## Other relevant information

**Term:** This is a permanent contract

**Working hours:** Full time, 37.5 hours per week

**Salary:** £30,000 – 34,500 per annum, depending on experience (full time, 37.5 hours per week)

**Location:** London. Applicants will need to provide evidence that they are entitled to work in the UK. An ability and willingness to work in a hybrid work environment is required.

**International travel:** The post holder will be required to undertake occasional international travel

## How to apply

Deadline for applications: 20 October 2024

Please use this link to apply: [https://iseal.factorialhr.com/job\\_posting/221030](https://iseal.factorialhr.com/job_posting/221030)

Enquiries about the role can be directed to [recruitment@isealalliance.org](mailto:recruitment@isealalliance.org).

Please note we will not individually contact applicants unless they are shortlisted for interview.

## Interview process

Please see below the planned interview process (please note that we will endeavor to keep to this schedule, but some dates may be subject to change)

First interviews (Teams): 24/25 October

Pre-interview timed exercises (between 60 – 90 minutes from home): 26-30 October

Panel interviews (Teams or in person): 31 October/ 1 November

Decision: by 12 October

## Accessibility

If candidates require additional time or other considerations for the interview process, we are committed to accommodating any reasonable requests.

Please note that ISEAL will cover travel expenses for in person interviews for candidates travelling from outside of Greater London. ISEAL also covers caring expenses for candidates who are carers and need to arrange cover for the duration of the interview/exercises