

Membership and Learning Officer

Job Title:	Membership and Learning Officer
Reporting to:	Head of Membership and Learning
Salary:	£27,400 per annum
Hours of work and location:	35 hrs per week, home/remote working with some travel required

About UKCF

At UK Community Foundations (UKCF), we put inclusivity at the forefront of all we do, we put relationships first and we are ambitious for our members and the communities they serve. Everyone should have the opportunity to have a fulfilling life and to feel they belong. This can't be mandated by government, or done to people, only *with* them. Change needs to be driven by people who understand the local situation and our support makes this possible.

UKCF is a national network of community foundations based all over the UK. Community foundations connect philanthropic people with local causes that matter to them. They are charitable organisations focused on supporting a defined geographical area by leveraging funds to support community needs and local organisations making a difference. As well as supporting our members, at UKCF we explore social challenges, we provide national funding and we work with those who have the solutions to improve lives.

Benefits of working at UKCF include 30 days holiday plus 8 bank holidays, up to two days paid leave for volunteer days, season ticket loans available, enhanced pension and a flexible working plan. As a disability confident employer, we encourage applications irrespective of your age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex or sexual orientation.

About the role

Come and join our small but brilliant Membership and Learning team. We have an ambitious strategy to strengthen the network through growing a culture of continuous learning, improving member insight and developing targeted learning.

We're looking for someone who can support the team to develop, co-create, train and deliver inclusive and exciting learning that encourages creativity, curiosity and critical thinking in the areas of philanthropy and grant making. Your role will be diverse and a blend of project work, event management and administration. You will be involved in organising conferences, meetings, hosting webinars, managing specific areas of work and building relationships.

Our members vary from very small teams with two or three staff to well established very well-resourced foundations. The Membership and Learning team are the contact point for all community foundations: answering members' enquiries, championing best practice and raising standards.

Working closely with other teams including Communications, Business Development and Programmes, the Membership and Learning team has an oversight of all UKCF activity relating to our members.

The ability to listen, problem solve and engage others is critical. You will need good organisational skills and attention to detail.

Job role

Customer service

You will be the first point of contact for member enquiries by telephone and email, maintaining excellent customer service to provide information, and directing or signposting enquiries as required.

Membership tasks

You will project manage cross-team projects including our biannual in-person conference and learning events, and the implementation of our Quality Accreditation programme. You will maintain an accurate membership records in Salesforce and assist in producing regular reports and data on membership activity and engagement, as well as support the management of content on our network's Member Hub.

Learning tasks

You will support the development of a robust learning journey for various practice areas of the community foundation network. This will include planning, scheduling and facilitating webinars and other learning events for UKCF members, providing technical assistance for hosts and participants.

You will source learning resources and ensure they are properly filed and kept up to date on UKCF's Resource Library (SharePoint).

Event coordination and management

You will deliver administration for networking events and residential meetings, including managing bookings, securing venues, arranging travel and catering, assisting with course materials and dealing with attendee communications.

You will build and maintain relationships with key suppliers (venues/facilitators/speakers), create and maintain accurate records of membership events and occasionally deliver training sessions to the UKCF team and network members.

What we're looking for

We are looking for the following skills and experience in a candidate. Even if you don't feel you tick every skill, we encourage you to apply:

- Experience in an administrative support or event management role
- Confident in building relationships
- Excellent organisation skills and attention to detail
- Problem solving and using initiative
- Managing competing deadlines and priorities
- Effective verbal and written communication skills
- Committed to learning and developing skills and experience
- Digital and IT skills, particularly with MS Office
- Willingness to learn and take on a variety of tasks
- Experience with Salesforce or another CRM system
- Experience working with networks or membership organisations
- A good understanding of the charity/third sector
- Ability to work flexibly and travel occasionally
- Confident in facilitating online webinars and meetings