

Job Description

Title:	Membership Coordinator
Responsible to:	Head of MaRS
Location	Home based in North Africa or Middle East Countries where WAGGGS can contract for services
Key Working Relationships:	Membership and Regional Support team, Membership and Capacity Building Coordinator, Capacity Building Volunteer Lead, Capacity Building portfolio leads, WAGGGS Member Organisations.

Job Purpose:

This role coordinates the onboarding and support of new and associate Member Organisations within WAGGGS, overseeing processes, capacity-building efforts, and collaborations between Members. Key duties include managing membership processes, fees, and census activities, ensuring accurate database management, and maintaining up-to-date information across platforms. The role also prepares reports and supports multiple projects, working closely with internal teams and volunteers to ensure smooth operations and compliance. Effective project management and understanding of organisational development are essential for this role.

Key Responsibilities:

1. New and Associate Organisations

- a. In collaboration with Capacity Building (CB) Membership Volunteer Lead, coordinate and support the team's work with Potential and Associate Member Organisations and oversee its pipeline to ensure all individuals or organisations that request membership in WAGGGS are onboarded promptly and supported during their membership journey.
- b. Support the review of the processes, systems and resources currently used by the Membership Capacity Building team, share findings, make recommendations on improvements to the Membership Capacity Building Volunteer Lead and Head of Membership and Regional Support, and lead on the development and implementation of the changes including drafting of templates for team members to use and granting permissions on platforms.
- c. Prepare papers and quarterly reports, and presentations on progress made for reporting internally and externally (e.g. donors)
- d. Support the development of a Member Organisation to Member Organisation (MO) framework to guide capacity-strengthening collaborations between established MOs and potential/associate MOs
- e. Support the Membership CB Volunteer Lead to recruit and maintain a strong pool of volunteers with appropriate expertise to project manage the work with MOs and deliver capacity-building support. Assist in looking at the succession planning needs and establishing a way to anticipate and manage future demands. Assist with the implementation of WAGGGS Volunteer Engagement Team policies and processes.
- f. Ensure team members are aware and avail of any training and induction opportunities related to their areas of work.
- g. Promote the work of the Membership CB team both internally and externally.

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- h. Support any logistical needs, such as arranging meetings, managing the database, and organising assessment visits.

2. Membership Policy and Processes

- a. Working together with a team of volunteers and staff, support the review of the membership-related policies and guidelines, and assist in the preparation of papers and presentations.
- b. Create and maintain a database of MOs going through membership-related processes and support the Head of Membership and Regional Support in the coordination of each process including the suspension and cancellation of membership at WAGGGS, and lead in the preparation of papers and presentations.
- c. Coordinate all membership fee-related processes, including internal reports, letters, communications with MOs in arrears, following up on repayment plans and coordinating the Membership Fee Support Fund applications. Be the main point of contact for all membership fee-related questions both internally and externally.
- d. Support the implementation of new membership fee models and the work of the Membership Fee Model working group by providing administrative and logistical support.
- e. Liaise with the Finance team to ensure all invoices and letters are sent to MOs on time.

3. Membership census and surveys

- a) Lead on WAGGGS annual membership census including the publication and distribution of internal and external reports.
- b) Support the preparation of membership surveys and work in close collaboration with the regional teams to ensure the survey is successfully run.
- c) Produce reports on finding and supporting its dissemination

4. Membership Database

- a) Review the current Member Organisations database and develop strategies and system designs to facilitate processes.
- b) Develop and maintain the database documentation and perform data analysis and reporting
- c) Work closely with the membership teams and other departments to ensure data accuracy and integrity.
- d) Be responsible for the maintenance and organisation of the Member Organisations database and coordinate database access.
- e) Ensure compliance with GDPR and assist in the development of new database solutions.

5. Membership Related Information

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- a) Ensure all information related to membership processes is kept up to date on WAGGGS platforms including WAGGGS website, community platform (Campfire) and Notion (or similar).
- b) In collaboration with the regional teams, keep MO to MO communications data up to date
- c) Support the design and maintenance of MaRS presentations and information, including the coordination of the team's information on Notion.

Coordinate multiple concurrent projects and balance workloads using appropriate project management tools and methodologies. Use metrics and reporting to demonstrate progress or the need for corrective action

The job description will be reviewed regularly and may be subject to change.

Applicants must have the right to work in the country they are based in.

Person Specification

Area:	Essential:	Desirable:
Experience/Qualifications:	<ul style="list-style-type: none"> • Project management qualification or qualification by skills/experience • Experience within a membership organisation • Experience working in an international organisation • Experience in managing change • Experience working with staff across cross-functional teams • Experience working with volunteers • Experience in budgeting and financial management • Experience of working in a changing environment 	
Skills and Knowledge:	<ul style="list-style-type: none"> • Understanding of the membership organisation dynamics • Excellent written and verbal communication skills in English and French, or English and Arabic. • Excellent MS Office skills. • Ability to build and maintain relationships with third parties. • A track record of problem-solving. • Understanding of budget management 	<ul style="list-style-type: none"> • Subject matter experience in organisational capacity development • Fluency in one other WAGGGS official language (Arabic, French or Spanish)
Personal Qualities:	<ul style="list-style-type: none"> • Proven ability and resilience to operate in an organisation with a complex legal structure and set of relationships, and to manage a challenging workload • Pro-active team player • Excellent attention to detail • Able to work on own initiative • Creative approach to work • Able to work in a fast-changing environment • Able to multitask with the ability to focus on details • Able to deliver against tight deadlines 	
Other Requirements:	<p>Occasionally work outside regular office hours to support volunteer teams or events</p> <p>Able to travel internationally</p>	

Person Specification

<p>Working for WAGGGS:</p>	<ul style="list-style-type: none">• Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional.• A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background	
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