

Membership Development Manager

JOB DESCRIPTION AND TERMS AND CONDITIONS

Contract type	Fixed term 2 years (with possible extension)
Hours	28 hours per week
Location	The work is predominantly based in the BD Giving office.
Salary	£30,000 - £34,000
Reports to	Strategic Director

Welcome

BD Collective is a social infrastructure organisation dedicated to strengthening the voluntary, community, faith, and social enterprise (VCFSE) sector in Barking and Dagenham. The BD Collective exists to bring people together to imagine solutions that will change people's lives by creating collaboration where there is division. It connects organisations and partners who want to think differently, and to change the systems that have led us to where we are. BD Collective was established to bring the VCFSE sector together to collaborate to address some of these wicked issues together head on to bring about locally impactful systems change.

This role is central to delivering our Theory of Change Strategy, which aims to build a thriving Barking & Dagenham where a connected VCFSE sector leads with confidence, collaborates with purpose, and drives systemic change to tackle deprivation, address health inequalities, and reduce unemployment through collective power. By providing administrative, operational, and member-facing coordination, you will play a pivotal role in ensuring the smooth running of

day-to-day activities, fostering strong member engagement, and supporting the effective implementation of initiatives that drive collective impact.

In this position, you will work closely with the Strategic Director and the wider team to empower members, streamline operations, and advance our mission of creating a more connected, resilient, and member-driven VCFSE sector. Your contributions will help us scale our impact while staying true to our values of participation, transparency, and community-led change.

If you are passionate about building stronger communities through collaboration and thrive in a dynamic, member-focused environment, this role offers a unique opportunity to shape the future of Barking and Dagenham.

**BD Collective has been hosted by BD Giving whilst the Collective has been registering as a CIC. This post will continue to support the transition, ultimately reporting directly to the BD Collective Strategic Director, but reporting to BD Giving's Director of Programmes and Participation in the first instance.*

Job Description

Member Engagement & Support

- Lead on member recruitment, proactively engaging with multiple VCFSE organisations across the borough in person, engaging in activities and meeting organisations where they are
- Promote an active membership and maintain high retention/renewal rate annually, through proactive engagement to encourage attendance and participation in activities and events
- Act as the primary point of contact for members, providing support and guidance
- Celebrate and promote member successes through communications channels

Administrative & Operational Coordination

- Facilitate board meetings and support the strategic director on reporting requirements
- Work closely with the strategic director and team to ensure all administrative and operational tasks align with the Theory of Change Strategy.
- Organise and coordinate events, such as member days, retreats, well-being days, and an Annual Collaboration Summit
- Facilitate peer support circles, storytelling workshops, and other connection-building activities
- Manage the development and maintenance of the live opportunities and threats database

- Support the development of member-led initiatives, including mentorship programmes, alumni networks, and thematic forums.
- Provide logistical and operational support for funding applications, partnerships, and consortium bids.
- Maintain digital file storage system on Google Workspace, ensuring a centralised place for accessing project documents and retaining legacy knowledge.

Data & Intelligence

- Support the monitoring and evaluation of initiatives to assess their impact on the Connect, Collaborate, and Change objectives.
- Conduct sector mapping to identify overlaps, gaps, and opportunities.
- Support the development of shared monitoring and evaluation tools.

Communication & Reporting

- Maintain constant member feedback channels (WhatsApp, Discourse, website)
- Share opportunities openly with members and track engagement
- Develop and distribute member communications and newsletters
- Support the publication of the annual “State of the Sector” report
- Provide regular updates to the Strategic Director on member engagement and sector developments
- In line with the marketing strategy, promote member activities, showcase achievements, and underline the value of Collective membership via social media and comms channels

General Responsibilities

- Comfortable working with ambiguity and complexity.
- Deep commitment to equity, participation, and community-led change.
- Uphold BD Collective’s values, including equity, participation and collaboration
- Any other duties as reasonably required by the organisation.

Person Specification

Experience	Essential (E) / Desirable (D)
Strong organisational and coordination skills, with the ability to manage multiple tasks and deadlines.	E
Exceptional written and verbal communication skills, including the ability to tailor messages for diverse audiences (e.g., members, funders, partners).	E
A strong commitment to member-led values, ensuring that all actions prioritise the needs and voices of BD Collective's members.	E
We are particularly interested in candidates from BAME backgrounds who have lived experiences of local neighbourhoods	D
Knowledge, Skills and Aptitudes	Essential (E) / Desirable (D)
Ability to build and maintain relationships with members, VCFSE organisations, and statutory partners.	E
Familiarity with member-led organisations, ensuring a people-focused approach, with the ability to engage respectfully and inclusively with diverse communities.	E
Some understanding of monitoring, evaluation, and learning (MEL) frameworks.	E
Competence in using databases, spreadsheets, CRM tools, and virtual collaboration platforms (e.g., Microsoft Office, Google Workspace, Monday, or similar).	E
Ability to coordinate projects, meetings, and initiatives effectively.	E
Personal attributes	Essential (E) / Desirable (D)
Proactive and adaptable, able to thrive in a dynamic environment.	E

Ability to work independently while contributing to a team-oriented environment.	E
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