

Membership support officer

Recruitment pack

July 2026

About World Physiotherapy

Founded in 1951, World Physiotherapy (previously known as World Confederation for Physical Therapy) is the sole international voice for physiotherapy, representing more than 600,000 physiotherapists worldwide through its 129 member organisations. World Physiotherapy operates as a non-profit organisation and is registered as a charity in the UK.

World Physiotherapy believes that every individual is entitled to the highest possible standard of culturally appropriate healthcare delivered in an atmosphere of trust and respect for human dignity and underpinned by sound clinical reasoning and scientific evidence. It is committed to furthering the physiotherapy profession and improving global health through:

- encouraging high standards of physiotherapy research, education and practice
- supporting the exchange of information between World Physiotherapy regions and member organisations
- collaborating with national and international organisations

Working environment

World Physiotherapy operates with a staff team of 16 people. The international nature of the organisation means that much of our work and communication with member organisations is conducted by email and videoconference. Staff mostly work off-site. Staff communicate by email, telephone, and videoconference, as well as regular project-based team calls and face-to-face meetings. By necessity, all individuals working with World Physiotherapy must be able to work independently and take the initiative to stay up to date on World Physiotherapy's activities, seeking further information when/if required.

Diversity and inclusion

World Physiotherapy is committed to best practice in equity, diversity, and inclusion, and to fostering an inclusive environment that reflects the membership it represents. Throughout its recruitment process, it seeks to ensure that all applicants are judged on their suitability for the post alone and that there is no unfair bias.

Equal Opportunities Statement

As part of its recruitment policy, World Physiotherapy intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Team values

TEAM VALUES

We are a team of people who want to make a difference in the world

Trust

- We say everything that needs to be said in the room.
- We place 'no surprises' at the core of everything we do.



Flexibility

- We adapt our approach according to the individual and situation.
- We strive to balance life & work needs for individuals and for the team.



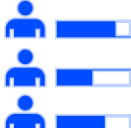
Diversity and inclusion

- We believe a diverse workplace will lead to smarter ideas and more informed decision-making.
- We treat people and groups fairly based on their unique characteristics.
- We recognise each person's individual value and contribution and accept them as a member of the team.



Integrity

- Once we commit to an action, we follow through.
- We strive to make fair and reasonable decisions in a non-judgmental way.
- We always give credit to the team who have helped us get a result.



Collaboration

- We are one team of strong and diverse individuals unified by a clear common purpose.
- We believe working collaboratively will help manage stress, increase retention and loyalty, and achieve our strategic goals.



Care and support

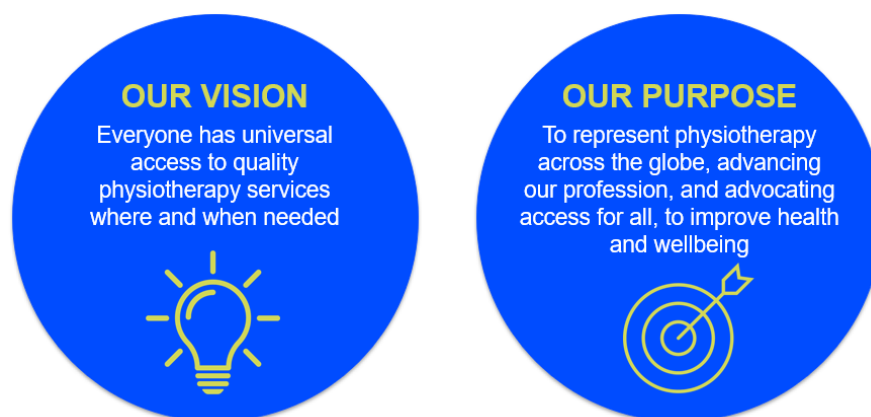
- We are compassionate and treat people with respect.





World Physiotherapy strategic plan

The World Physiotherapy board has agreed a strategic plan for 2022 and beyond and is currently working on a new strategic plan It focuses on building a thriving and engaged global physiotherapy profession,



supporting physiotherapists and advocating for people, regardless of location, to have access to physiotherapy services.

Our strategic pillars

Evolving and sustainable: World Physiotherapy is a mature, financially sustainable organisation, with a tailored member offering that supports and builds the capacity of our member organisations and regions.

Influence and reach: World Physiotherapy works collaboratively with our member organisations, regions, specialty groups, and other stakeholders to advance the profession, increase access to physiotherapy services, and improve outcomes for consumers.

Knowledge connector: World Physiotherapy supports effective advocacy and evidence informed best practice by connecting member organisations, regions, specialty groups, and other stakeholders to high quality sources of knowledge, data, and insights.

Our values

Connecting: We bring our community together through our member organisations, regions, specialty groups, and the wider physiotherapy profession.

Belonging: We recognise and embrace the diversity in our community and our actions create a sense of belonging.

Empowering: We support our member organisations, regions, and specialty groups in the service of others to create lasting change and impact.

Collaborating: We partner with our member organisations, regions, subgroups, and others who share our values and objectives.

Position description

You will be one of the key points of contact for World Physiotherapy membership. The position is instrumental in assisting the smooth running of World Physiotherapy membership services and supporting the work of the membership manager, the regional executive committees, member organisations, and other staff across the full range of functions.

You will use your experience, initiative, confidence, project and organisational skills to provide business support across the organisation and its activities. These include the membership function requirements of the organisation, project support, operational logistics, member services and education activities. This will require liaising with staff, member organisations, board/committee members, and external stakeholders.

You will love working for a growing, values-driven organisation where you can use your skills to support the organisation's business as usual activities as well as strategic projects working at all levels in the organisation and with key stakeholders.

You thrive in a dynamic, international team where you can implement systems and processes for effective and efficient operations, as well as bring your ideas to specific projects.

Reports to:	Membership manager
Hours:	Full time 35 hours per week
Location:	3rd Floor South, Chancery Exchange 10 Furnival Street, London EC4A 1AB United Kingdom Option to work at London office or from home. Availability to travel to London office, as necessary, will be required.
Term:	1-year fixed term with possibility of extension There is a three-month probationary period. Ability and right to work in the UK
Salary:	£28,000
Benefits:	25 days paid holiday plus bank or public holidays

Duties and key responsibilities

1. Operational support

- 1.1. Liaising with member organisations, regions, specialty groups and networks as required by the membership manager and other staff.
- 1.2. Technical and logistical support across all operations for any meetings and webinars.
- 1.3. Work with relevant staff to ensure that activities are set up on Teamwork® (project management software) and support their ongoing management.
- 1.4. Ensure the CRM (Salesforce) is updated with relevant organisational and individual contacts and interactions.
- 1.5. Management of membership queries

2. Administrative support to the membership manager, regional executive committees and specialty groups, and those representing World Physiotherapy on defined activities or events

- 2.1. Scheduling of all regional executive committee meetings and supporting other meetings and webinars both via teleconference and face-to-face.
- 2.2. Drafting forms and surveys using Microsoft Forms and SurveyMonkey
- 2.3. Other project areas: work with the membership manager to carry out activity analysis
- 2.4. Provide day-to-day administrative support for World Physiotherapy's membership activities and services.

- 2.5. Assess ways to improve project management and outcomes.
- 2.6. Provide general project support and carry out any other tasks requested by the manager.

Person specification

The membership support officer must have experience in project support and organisational administration. They must be highly organised, self-motivated and able to demonstrate initiative in managing complex and competing demands from different sources.

It is expected that the individual will ideally have a good first degree, or relevant experience gained across a range of comparable settings, preferably with additional experience or qualifications in project management and/or business administration. Experience of working with senior staff and committees is essential.

The individual must have a legal right to work in the UK.

Attributes

Essential:

- advanced computer literacy skills and competency with Word, Excel, Outlook, PowerPoint, SharePoint, SurveyMonkey, Salesforce, Teams, and Zoom.
- strong communication skills (in a cross cultural/professional environment)
- the ability to multi-task, prioritise and manage own workloads
- cultural awareness and sensitivity
- tact and discretion for dealing with confidential information

It is expected that the person appointed will have:

- a minimum of two years in a relevant work environment
- demonstrable ability to organise and prioritise own workload effectively
- experience of meeting planning including webinars
- experience gained working with teams and individuals across time zones internationally
- delivered a variety of business support and office services
- an efficient and well organised working style

Desirable:

- understanding of the physiotherapy profession
- ability to speak an additional language such as French, Spanish, Portuguese or Arabic

Candidates with relevant experience who meet the above attributes will be invited for an initial interview, which may be followed by a technical interview and skills test.