



Membership Manager

JOB SPECIFICATION

Job Title:	Membership Manager
Responsible to:	Head of Membership & Engagement
Salary:	Up to £32K depending on experience
Benefit:	8% employer's pension contribution
Hours:	Full time 37.5 hours per week
Tenure:	Temporary – 6 months
Location:	Lib Dem HQ, Westminster, London, SW1P 3AE (with remote working considered)

Purpose of job

To work with local, regional, state parties and party bodies to grow and empower the party's membership and work with colleagues across the professional and volunteer party to develop and run a best-in-class volunteer training program to empower key volunteers to run brilliant local parties.

Key Responsibilities

- Produce, review and update resources, guides and training for party volunteers including local party officers and campaigners to grow membership locally and nationally.
- Oversee a programme of high quality, engaging membership communications with active feedback and monitoring for party volunteers including local party officers and campaigners.
- To improve the training offered by the team to members and staff.
- To closely monitor the team's performance against our service level agreements with State Parties and flag areas of concern with the Head of Membership & Engagement and Deputy CEO.
- To be the primary point of contact for membership issues for HQ based staff.
- To assist the team in responding to complaints, support requests and giving practical help and advice via the party's official support channels, including email and Facebook groups.

PERSON SPECIFICATION

Essential Skills and Experience

1. Experience running and organising training events for volunteers.
2. Experience developing training for volunteers.
3. Strong verbal and written interpersonal and communications skills.
4. Project management experience
5. Excellent writing skills and experience in writing copy to engage and motivate, and drive action.

Desirable Skills and Experience

1. Experience working with volunteers
2. Experience working within a remote team
3. Prior experience of working with a membership or volunteering organisation
4. Customer Service experience
5. Line management experience

APPLICATION PROCEDURE

For questions and further details, and to submit an application, please contact:
recruitment@libdems.org.uk attaching: -

- 1) A copy of your CV; including complete work history
- 2) A Covering Letter; no more than 2 pages of A4 in length, indicating clearly how your experience and skills meet the criteria stated in the job and person specification.
Please also write your name on top of your supporting statement.
- 3) A completed **diversity monitoring form**.
- 4) Please ensure we have the means to contact you by phone and email.

We will be reviewing applications as they come in and reserve the right to appoint prior to the closing date

Please note: We will not be able to employ you if you are not eligible to work in the UK. We will not be able to obtain a work permit on your behalf.

Applicants are encouraged to inform us if any reasonable adjustments are needed to be made during any part of the recruitment process.

Please let us have details of your current salary and two referees including one from your current employer – if you would prefer us not to contact them until a later stage of the selection process, please let us know.

We will notify all applicants when the process is complete.

The Liberal Democrats are equal opportunity employers and particularly welcome applications from groups who are currently under-represented in our staff.

**proud to support
time to change**

let's end mental health discrimination

The Liberal Democrats are committed to supporting the mental health and wellbeing of all of our staff. That's why we've taken the Time to Change Employer Pledge. We encourage applications from persons with experience of mental health and are committed to supporting our employees to fulfil their potential and perform at their best in work."