



Membership and Communications Coordinator

The Funding Network (TFN) brings people together at live crowdfunding events to raise funds for small non-profits that drive lasting social change. Our core funding areas include education, environment and climate change, health and wellbeing, livelihoods, human rights, crime reduction and peacebuilding. Since 2002, TFN events have raised £11 million for 1,750 non-profits around the world. TFN's achievements are made possible through a network of engaged members, enthusiastic supporters, generous corporate hosts, collaborative partners, committed trustees and a small, dedicated staff team.

JOB DESCRIPTION

Position:	Membership and Communications Coordinator
Report to:	Chief Executive
Work with:	Programmes Manager, Finance and Grants Coordinator, International Director
Location:	London
Term:	Full time (negotiable); permanent; regular office hours with occasional evening work
Salary:	c£24,000 + benefits

Role summary

The Membership and Communications Coordinator is responsible for membership recruitment, retention and stewardship, as well as being the primary point of contact for current and potential members. Members are at the core of TFN's success: they nominate non-profit organisations who create social change, help select the strongest projects to put forward, bring guests along at events and make up the majority of TFN's audience.

In addition, the post holder will lead on all aspects of marketing, audience development and communications. Tasks include identifying opportunities to increase TFN's profile, managing event invitations, maintaining the website and writing the monthly newsletter. The post holder will also support the TFN team with all aspects of event administration.

You will be part of a small but perfectly formed team of five, where everyone is expected to be collaborative, flexible and hands on in the day-to-day operation. It is a great opportunity to experience the full breadth of the voluntary sector and how charities operate.

Main responsibilities

Membership

- To increase membership retention, through conducting one-to-one meetings, sending regular targeted communications and delivering creative engagement opportunities
- To grow TFN's membership year on year, increasing the pool of potential donors and non-profit organisations who take part in TFN events

- To be a confident ambassador for TFN, actively seeking networking opportunities to increase TFN's profile and engage with new audiences
- To convene the Audience Development Advisory Group, and other such committee, setting the agenda, overseeing action follow ups and keeping momentum
- To ensure TFN effectively communicates with members through updates, newsletters, thank you notes post events and impact reports
- To keep Salesforce up to date with all information related to members

Communications

- To implement the marketing and communications strategies for TFN's event promotion, fundraising activities and profile building
- To write all email communications, including monthly newsletters, event invitations, calls for applications and members' monthly message
- To grow TFN's profile by engaging current and potential donors, non-profits in need of funds and influential stakeholders
- To lead on the development of website and all social media messaging, ensuring that content is up to date
- To develop marketing materials, writing content, building TFN's image library and working with external designers to create membership brochures, the annual review and other attractive promotional tools
- To provide communication progress reports to the Chief Executive and the Trustees, as and when required

Impact Management

- To support grantees with creating compelling and pertinent impact reports, by visiting them and promoting their work
- To collate quarterly impact reports from grantees, to share with donors and on social media
- To lead the design and content of TFN's annual impact report

Other responsibilities

- To assist with office administration, ensuring efficient filing, answering the telephone, handling post, ordering office supplies and supporting the Chief Executive
- To carry out any such duties, reasonably consistent with this position, as may be required from time to time
- To represent TFN at meetings and events as and when required

The above list of responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

PERSON SPECIFICATION

TFN is a small team of five, and everyone is expected to be collaborative, flexible and hands-on in managing daily tasks. The Membership and Communications Coordinator position is a great opportunity for the ideal candidate to experience the full breadth of the voluntary sector and how charities operate.

Experience and qualifications

- Experience in a similar membership role, or in working in a membership/ marketing/ communications position within an organisation (essential)
- Hands on experience of Salesforce or any other similar customer relationship management software package
- Experience of working with or for non-profit organisations
- Demonstrable knowledge of, and interest in, the third sector

Skills

- Excellent written and interpersonal skills
- Confident in networking in a wide variety of groups and sectors
- Excellent organisational skills and attention to detail
- Ability to work under pressure and meet deadlines
- Ability to thrive in a small team

Personal qualities

- A people's person
- Driven and enthusiastic
- Responsible and reliable
- Highest standards of integrity
- Self-motivated
- Demonstrable interest and enthusiasm for social change

HOW TO APPLY

For further information on TFN or details on the position, please contact Celine Gagnon, Chief Executive, on celine@thefundingnetwork.org.uk or call 0845 313 8449.

If you are interested in this role please submit a full CV with a covering letter (each no longer than 2 sides of A4) explaining how you believe you fulfil the role requirements to info@thefundingnetwork.org.uk, indicating **Recruitment** in the subject line.

Applications must be submitted before 9am on Monday 2nd July 2018.

Interviews will be on Wednesday 4th July 2018.