

## Membership Coordinator

*The Employers' Initiative on Domestic Abuse (EIDA – we call ourselves eye-duh) is committed to equity, diversity and inclusion in our mission to empower employers to act against domestic abuse. Our aim is to ensure that all team members, volunteers, trustees, job applicants and the people we come into contact with are given equal opportunity and that our organisation is representative of all sections of society.*

### Background

Our mission is to equip employers to support their employees affected by domestic abuse and to share best practice with other employers. We endeavour to bring about constructive change, leading to a society where survivors thrive, and where domestic abuse is not tolerated.

We work with and alongside partners, employers and survivors to achieve our mission. Our key values of Collaboration, Empowerment, Versatility, Openness and Kindness are reflected throughout our work.

It's an exciting time to join EIDA: momentum is growing, with heightened public awareness of domestic abuse following the pandemic, increased government focus, and employers increasingly recognising their crucial role in enabling employees to recognise the signs of, and seek support in relation to, domestic abuse.

### Job Purpose

We are seeking a team member to work closely with our small team to support all aspects of EIDA membership, ensuring that employer members are provided with the tools and support they need to respond to domestic abuse within their organisation.

You will support the Head of Membership and Engagement (Head of M&E) to develop EIDA's membership of UK employers at all levels, from engaging smaller members (who join EIDA for free) to large corporate organisations who join as paying members at the level of Strategic Partner or Beacon member.

You will play an integral role in building the sustainability of the organisation and expanding our reach to many more UK employers, engaging with our members and creating and sharing tools and good practice to achieve our vision of *every employer taking effective action on domestic abuse*.

## **Job Profile**

### **Main tasks and responsibilities**

#### **Membership engagement**

- Manage and build relationships with prospective, new and existing EIDA members.
- Manage the member experience, including responding to queries from prospective and existing members, acknowledging receipt of new member forms and overseeing follow up contact with new and existing members.
- Identify key trends, gaps and topics, as well as opportunities for cross-pollination and member introductions.
- Support the Head of M&E to respond to EIDA's Beacon and Strategic Partner members, assessing their needs and generating plans to improve their membership experience.
- Plan and deliver member feedback.
- Support the planning and implementation of EIDA events, including coordinating and delivering EIDA's Lunch and Learn sessions with members.
- Working with the Communications and Engagement Coordinator, ensure the membership receive regular, up to date, engaging information on domestic abuse as it relates to employers, including via newsletters, social media and ensuring the website is up to date.

#### **Membership growth**

- Drive membership growth; proactively identify and develop projects for member recruitment, promoting EIDA to prospective and lapsed members.
- Develop opportunities to widen our membership market for example through industry-based forums, groups, conferences and fairs, trade unions, health & wellbeing and diversity & inclusion communities.

#### **Partnership development**

- Develop a good understanding of the national and regional landscape of domestic abuse support available to employers, to signpost members effectively to appropriate partners.
- Formalise partnerships with new and existing members, including conducting due diligence and putting in place partnership agreements.
- Attend events to develop new contacts and seek new opportunities for EIDA to engage in.

#### **Data and systems**

- Oversee membership information on EIDA's database, generating reports on interactions and statistics.
- Perform membership analysis and reporting for internal and external stakeholders.
- Maintain routine data cleansing, to ensure member and partner data is accurate, complete and up to date, ensuring all data is handled in line with GDPR.
- Support the team to keep accurate membership engagement records on the CRM system.

#### **Other duties**

- Participate in training, regular supervision and appraisals.
- Collaborate on special projects as needed.
- Carry out general administrative duties as required to support the running of the charity

## Person Specification

### Relevant experience

Essential	Desirable
Good academic performance in English and Maths	
An understanding of domestic abuse including key policies and legislation	Knowledge of employer best practice in relation to domestic abuse
Good understanding of best practice in relation to data protection	In depth knowledge of GDPR
At least three years' work experience in a client/customer-facing role	Knowledge of best practice in relation to managing membership networks
Experience using CRM databases	Experience of designing, managing and maintaining CRM databases.
Demonstrable success in engaging new members/clients/customers	Experience in creating retention plans for current membership
Experience of managing relationships and partnerships	Experience of developing and implementing partnership agreements
A commitment to tackling domestic abuse	

### Skills and attributes

- Excellent communication skills, with the ability to adjust your style for a range of audiences
- Strong project managements skills
- Ability to manage complex workstreams with competing deadlines. Exceptionally organised, with ability to prioritise
- Ability to adjust course and thrive in a small team, working closely with a wide network of employers, sector partners, government representatives and others
- Strategically minded, with the ability to both see the big picture and roll up your sleeves
- Calm and resilient, comfortable handling tasks in a fast-paced environment

### Qualities we look for

- Fostering a co-operative and supportive team, participating in team meetings and activities
- Ensuring EIDA's vision and values are at the heart of everything we do
- Actively promoting equity, diversity and inclusion in all areas of work

## Terms of appointment

**Salary:** £28,000 to £32,000 FTE

**Contract:** Fixed term for 2 years

**Hours:** Full time (37.5 hours). We are happy to consider flexible working arrangements

**Location:** London, hybrid position with one office-based day in an average week

**Reporting to:** Head of Membership & Partnerships

**Direct reports:** None

### Benefits

Flexible working arrangements

NEST pension with 3% employer contributions

25 days + public holidays

## **Closing date**

Tuesday **3 September 2024, 9am**

Interviews will take place on or before **11 and 12 September 2024**, in London or remotely.

We reserve the right to close this vacancy early if sufficient applications are received, so early applications are appreciated.

## **To apply**

Please send us a brief covering letter (maximum 2 pages A4) or a short video, outlining why you think your skills equip you for this role and why you want to work at EIDA, along with your CV to [office@eida.org.uk](mailto:office@eida.org.uk).

For a brief discussion about the role please contact [office@eida.org.uk](mailto:office@eida.org.uk).