

# Job Description

1. **NAME:**
2. **POSITION TITLE:** Membership & Constituency Engagement Coordinator
3. **POSITION CLASSIFICATION:** C
4. **LOCATION:** Flexible
5. **REPORTING RESPONSIBILITIES:**

The reporting responsibilities of this position are as follows:

<b>Reporting to;</b>	
<b>5.1 Direct Reporting Line</b>	<b>Reporting Areas</b>
Manager, Membership & Constituency Engagement	All Matters
<b>5.2 Functional Reporting Line</b>	<b>Reporting Areas</b>
Director of Programs	All matters relating to AWID initiatives

- *Direct reports indicate those staff members this position directly reports to, and is responsible for performance appraisals of this position.*
- *Functional Reports indicate staff this position reports to or interacts with and who this position is accountable to for the specific function.*

<b>Reported by;</b>	
<b>5.3 Direct Reports</b>	<b>Reporting Areas</b>
<b>5.4 Functional Reports</b>	<b>Reporting Areas</b>

- *Direct reports indicate those staff members directly reporting to this position, and this position is responsible for performance appraisals of.*
- *Functional Reports indicate staff reporting or interacting with this position and who are accountable to it for the specific function.*

## 6. OVERVIEW

### **Overview of the Position:**

With its 2018-2022 MCE Strategic Plan, AWID continues to strengthen its commitment to building a more politically engaged relationship with our membership and constituencies to collectively advance women's rights. The Membership & Constituency Engagement Coordinator is a position established to play a key role in membership outreach and relationship building, developing comprehensive engagement strategies with members especially AWID's priority constituencies.

The MCE Coordinator, will report directly to the Manager, Membership & Constituency Engagement

## 7. MAJOR RESPONSIBILITIES

- Coordinating the implementation of MCE goals and activities in accordance with the membership and constituency engagement strategy
- Effective management of the day to day administration of member registration, recruitment and renewals
- Providing expertise and impactful contributions to MCE strategic planning and work planning processes
- Outreach, building and sustaining relationships with members and bringing in more of our priority constituencies into membership
- Managing virtual exchange and engagement between members
- Working closely with the Initiatives, tactics as well as with AWID institutional processes to engage members in specific activities (board elections, webinars etc.)
- Working closely with the ICM team to co-create membership specific content and communications
- Actively participating in team and organizational learning and development processes

### **More specifically:**

#### **Membership and Constituency Outreach and Engagement**

- Lead campaigns to engage AWID members from priority constituencies
- Contribute to building relationships with networks representing priority constituencies
- Coordinate the implementation of a screening system for members to ensure alignment with AWID's values
- Effectively manage day to day communication with AWID members including timely and appropriate responses to member requests in English, Spanish and French
- Represent AWID in virtual and physical spaces
- Deliver public presentations about the benefits of joining AWID's membership as and when required
- Regularly send out renewal reminders to those members whose membership are expiring
- Contribute to building membership and constituencies retention plan

#### **Membership engagement activities, exchanges and learning opportunities**

- Work closely with Knowledge Building coordinator to design learning/sharing activities for members on an annual/ongoing basis

- Work closely with other tactic team members to coordinate member communications and outreach
- Coordinate the membership and constituency engagement elements of the initiative activities and processes
- Provide support to other teams, as needed, in their engagement with members and constituencies
- Contribute to any Tactics organized activities including membership, wellness and solidarity spaces
- Provide general logistical and substantive support in select areas as requested

### **PMEL and membership and constituency data management**

- Contribute to the strengthening of AWID's internal systems of management and monitoring of membership
- Regularly monitor membership sign-up and renewal systems on [www.awid.org](http://www.awid.org) and ensure any technical problems are addressed in a timely manner
- Maintain accurate and up to date membership data in CIVICRM
- Work closely with IT Manager to establish protocols and procedures for CRM access
- Providing oversight for regular constituent data updates for accuracy, quality, structure and cleansing of data moving in and out of the CRM system
- Responding to staff queries and requests for the constituent data aligning with anti-spam laws
- Abide by and contribute to the establishment of policies, procedures and best practices in the use of the CRM database system,
- Coordinate staff trainings requests to access CRM
- Coordinate with the IT Manager for troubleshooting software problems and newer requirements
- Extract and analyse member data on a regular basis
- Monitor, collect feedback and evaluate engagement with members
- Provide inputs into interim and final reports for internal and external stakeholders

### **Organizational Processes**

- Engage members in institutional processes including board elections
- Contribute to work-planning, monitoring and evaluation processes
- Contribute and participate in preparing team coordination meetings
- Maintain relationships with staff in other programmatic and non-programmatic areas to facilitate smooth coordination
- Participate actively in organizational meetings, committees and working groups, as required

*Please Note: The above JD contains the main responsibilities and duties of this position. However in an ever evolving organisation such as AWID, staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks that are reasonably allocated to them but which are not part of their regular JD. Where any task becomes a regular part of staff member's responsibilities, the JD should be changed in consultation between the manager, the staff member and the responsible HR person. Any one of the three may initiate the consultation.*

### **POSITION SPECIFICATIONS:**

#### Key Functional Areas

- Management of key Constituency activities across the organization

- Membership and partner relations
- Team and organisational leadership, development and support
- Event management and Forum methodology support
- Organizing workshops/learning opportunities for AWID staff and membership

### Essential Values and Competencies

- Value a feminist intersectional framework and its implications for organizational practices and committed to the principles of feminism and anti-oppression.
- Focus on the big picture and overall strategic framework for development
- Transparency and accountability including clear project management
- Critical thinking and analysis
- Strategic risk management
- Build strong interpersonal relations from the role across the organization
- Self-awareness and insight

### Essential Knowledge, Skills, Abilities & Experience

- At least 5 years of experience in a similar role and at least 10 years within a non-profit development, gender, human rights, arts and/or funding organization.
- Demonstrated experience in developing and implementing constituency engagement strategies in a non-profit organization, preferably within a global feminist or women's rights organization;
- Experience working alongside feminist popular educators, trainers and academic groups and collectives;
- Extensive training or facilitation experience;
- Experience designing events methodologies and management;
- Experience in project and program management; ability to meet multiple deliverables and deadlines; ability to plan, organize and lead the implementation of plans and processes;
- Demonstrated capacity to think strategically and analytically, with expertise in complex problem solving, decision-making and critical thinking skills, displays good judgment;
- Demonstrated capacity to network and build strategic alliances internationally with feminists, women's rights organizations, donors, and/or other civil society organizations and other external stakeholder groups;
- Excellent relationships both with key donors for women's rights, gender equality and justice, and international and/or regional feminist and women's rights organizations and networks;
- Strong financial management acumen; knowledge of accounting procedures and protocols, budgeting and financial analysis;
- Ability to work with a diverse and virtual team and engage team members, build consensus, and build high performance teams;
- Strong public speaker – able to convey information clearly, concisely and in a compelling way;
- Experience working with diverse communities from multiple identities across the globe, in a virtual environment;
- Excellent written and verbal communication in English;
- Excellent attention to detail;
- Strong expertise in the use of various software and a high level of computer literacy (Google G Suite, instant messaging and virtual team collaboration software such as Slack and Asana)

Desirable Knowledge, Skills, Abilities & Experience:

- University degree in social sciences, women's rights, not-for-profit administration, international development, or other related field;
- Familiarity with elements of feminist theory and women's rights frameworks;
- Background in feminist and social justice activism
- Multilingual – English, Spanish, French;
- Courses or certificates on relevant issues related to the Tactic and AWID's strategic initiatives;
- Experience of shared leadership models of work.

Other Requirements:

Ability to travel internationally (approx. 6-8 weeks per year) if context allows