## Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Membership &amp; Networks Data Intern</th>
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<tbody>
<tr>
<td>Cluster:</td>
<td>Membership &amp; Networks</td>
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<tr>
<td>Salary:</td>
<td>$1200 per month</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Internship (6 months)</td>
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<tr>
<td>Location:</td>
<td>Flexible. The candidate must have the right to work in their location.</td>
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<tr>
<td>Reports to:</td>
<td>Membership &amp; Database Development Officer</td>
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<tr>
<td>Direct Reports:</td>
<td>n/a</td>
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### Job Role
(The Job Role explains what would be required of the role; with a summary of the role (role overview) and then the key responsibilities with relevant activities expected for each)

- **Role Overview:**
  The Membership & Networks Data intern is an exciting opportunity to learn about data analysis and management in a membership-based organisation, and how these build on and guide membership engagement. The intern will familiarise themselves with and support the function of CIVICUS' Member database: ensuring that the information in the database aligns with our policies and procedures and enabling stronger data integrity. In addition, the intern will work with the Membership & Database Development Officer to foster learning and understanding of our data ecosystem amongst CIVICUS Staff Members. CIVICUS' Online platform for members is a further area of work for this position, curating online communities of practice and working to enhance member engagement through dynamic communications. The internship will also offer the successful candidate the opportunity to lead a piece of work with the support of the team, in line with their career aspirations and the needs of the membership & networks team.

### Areas of Responsibilities
(Please list the key responsibilities for this role in about 6 key performance areas)

### Key Activities
(Please list all the key activities under each responsibility in no more than 5 bullet points. Ensuring that they are specific to the key performance area)

#### Membership
- Ensure member profiles align with membership policy and procedures, including follow up on pending documentation and payments
- Collect and synthesise data on member and partner engagement from across the organisation.
- Update ‘Members in Action’ webpage and Member Welcome Pack

#### Communications
- Support the analysis of member communications, including through the online platform, mailers, and social media.
- Support organisation of staff trainings on membership
- Draft updates to staff on membership & networks activities

#### Database management
- Support membership updates in CIVICUS’ Membership database.
- Ensure the data integrity in our database through data cleaning.
- Support the production of ‘how-to’ guides for staff on how to utilise our database.
### Community building

- Work with the Data Security Officer on best practice for database management
- Draft engaging and dynamic membership communications, including visual communication products and mailers.
- Support engagement through our Online Platform to build communities of practice, including regional communities.
- Collect and analyse data related to the online community, to inform future engagement and communication.

### Person Specification

(Please outline the key qualifications, languages required for the role followed by about 10 essential criteria and 2-3 desirable criteria – these need to be measurable and are usually used to do the initial longlist/shortlist for the role)

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<tr>
<th>Education, Language &amp; Qualifications</th>
<th>Fluency in verbal and written communication in English</th>
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| Essential Knowledge, skills and Experience | Knowledge or experience (this can be education, work or volunteering) in data analysis.  
Knowledge or experience (this can be education, work or interest-volunteering) in international development.  
High comfort level working with numbers and large datasets.  
Interest in database management, especially with respect to membership-based organisations.  
Excellent written communication skills.  
Commitment to Civicus’s vision, mission, values and ways of working.  
Interest and/or experience in member/constituent engagement and community building in a non-profit setting |
| Desirable Knowledge, skills and Experience | French, Spanish, Portuguese or Arabic language skills would be a strong asset.  
Experience working with databases, especially MS Dynamics, including Dynamics 365 Marketing  
Experience with Power BI and/or other data visualisation tools |