## Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Membership Engagement Coordinator</th>
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</thead>
<tbody>
<tr>
<td>Cluster:</td>
<td>Membership &amp; Networks</td>
</tr>
<tr>
<td>Salary:</td>
<td>US$ 41,629.00 excluding benefits</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent subject to successful completion of probation and funding</td>
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<tr>
<td>Location:</td>
<td>Global</td>
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<tr>
<td>Reports to:</td>
<td>Membership &amp; Networks Lead</td>
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<tr>
<td>Direct Reports:</td>
<td>Membership Engagement Officer, Membership Community Building Officer</td>
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</tbody>
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### Job Role

CIVICUS is a global membership-based alliance that acts together by mobilising collective knowledge, skills, expertise and influence. CIVICUS connects a diversity of members and partners dedicated to defending civic freedoms and democratic values, strengthening the power of people to organise, mobilise and take action, and empowering a more accountable, effective and innovative civil society. CIVICUS membership is a growing community of over 14000 members in more than 175 countries.

The Membership Engagement Coordinator position is an exciting opportunity to advise, coordinate and support the design and implementation of CIVICUS' membership engagement working to ensure that the organisation is truly member-led. Situated with the Membership & Networks cluster, the role will work across all CIVICUS teams to ensure that members are engaged and supported through all CIVICUS programmes and activities.

The role would suit someone, preferably from the global south, who has strong experience in international community building, member/constituent engagement, understands the importance of partnership and relationship building, and enjoys working with a diverse range of civil society organisations and individuals.

### Areas of Responsibilities

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<tr>
<th>Membership Engagement &amp; Strategy</th>
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- Ensure deeper engagement and wider reach across all stages of the CIVICUS lifetime journey (onboarding, develop, collaborate and lead activities). Maintain existing and open new channels for members' feedback
- Provide leadership on all processes and tools in the data ecosystem, including databases (CRM), communications channels (marketing tools) and collaboration platforms.
- Curate, design and facilitate spaces such as forums, webinars, and events to encourage networking and collaboration among members.
- Serve as a bridge between CIVICUS members and the Secretariat teams, identifying engagement opportunities for amplified impact. (This includes advocacy, solidarity action, campaigning, influencing, civil society resourcing, among others.)
### Collaboration & Solidary Action

- Coordinate and supervise the CIVICUS Learning Experiences for members’ increased capacity to effect change.
- Lead on project specific planning, implementation and reporting, in alignment to Membership Engagement Coordinator areas of responsibility, including the EC Strengthening Networks project grant.
- Oversee and manage the CIVICUS Online community, a virtual space for members to connect with each other and with the Secretariat. This includes developing content plans, monitor and foster engagement, platform maintenance, among others.
- Work in close collaboration with teams across the Secretariat to ensure members leverage the CIVICUS platform to advance their own work. This includes collaboration with the UN Hubs, coordination with the Advocacy and Campaigns team, etc.
- Curate external partnerships for members’ engagement.

### Impact & Accountability

- Ensure that members’ perspectives, feedback, and priorities are included in strategy development processes, programme design, and annual planning cycles.
- Inform the continuous refining of CIVICUS value proposition through learnings and outcomes reflected in reporting and feedback processes.
- Oversee all engagement reporting processes and systems, including members’ feedback mechanisms, internal reporting and data visualisation.
- Promote a culture of accountability among members, encouraging transparent reporting and evaluation.
- Contribute to the compliance of all relevant data security standards.

### Diversity, Equity, & Inclusion

- Embed diversity, equity, and inclusion across all aspects of membership engagement.
- Actively engage to inform policies and practices that promote a more inclusive and equitable environment for members, including leading initiatives to widen accessibility to online platform.
- Advocate for and champion diverse perspectives within the organization.

### Resourcing

- Oversee the management of the CIVICUS Solidarity Fund; Lead on participatory grant-making research and learning from the CSF and other grant mechanisms within Membership & Networks and support the updating of the donor finder.
- Facilitate and support project sub-granting (for example from the EC) that enables members to test innovative approaches to social change; Develop and implement resource mobilisation initiatives, with the Resource Mobilisation & Partnership team, to resource CIVICUS grant mechanisms.

### People Management

- Conduct probation, performance management according to HR timelines ensuring high performing staff.
- Support both the professional and personal development of staff, ensuring that they can be proactive on all matters, thus maximising and integrating the effectiveness of the service they provide.
**Job Description**

- Develop a team culture that values collaboration internally, cross functionally and in partnership with partners where applicable

**Person Specification**

**Education, Language & Qualifications**

- Candidates must have at least 5 years' experience working directly with civil society or human rights organisations, ideally with membership-based organisation;
- Diplomas/degrees in the following disciplines will be taken into account, although they are not mandatory for this position: development studies, international relations, political science, economics or related field;
- Fluency in verbal and written communication skills in English; additional language proficiency, in particular Spanish, French and/or Arabic

**Essential Knowledge, skills and Experience**

- Strong analytical, strategic thinking and project management/planning skills
- Experience of community and network building at international level, with thorough understanding of networking principles, particularly in the Global South / Majority of the world.
- Strong understanding of global civic space issues and challenges.
- Excellent communication, facilitation, and relationship-building skills.
- Demonstrated commitment to diversity, equity, and inclusion.
- Ability to work collaboratively in a multicultural and multilingual environment.
- Track record of implementing successful solidarity action and/or campaigns.
- Experience working with CRM and/or other databases and marketing tools.

**Desirable Knowledge, skills and Experience**

- Knowledge of emerging technologies for civic action and digital activism.
- Background in innovation.