

Job Description



Job Title:	Members Engagement Intern		
Cluster:	Membership and Networks		
Salary:	\$US1200 per month	Contract Type:	Internship (3 months)
Location:	Johannesburg		
Reports to:	Membership Engagement Specialist		
Direct Reports:	n/a		
Job Role			
Role Overview:	<p>The Members Engagement Intern will support the CIVICUS Secretariat to build on and edit key internal and external information and visual communications products and guidelines. This includes member mailers and blog post testimonials, the member engagement staff handbook, 'one-pagers', infographics and much more. The intern will also assist with impact and accountability activities and initiatives around membership engagement, collecting and analysing data and sharing feedback. They will familiarise themselves with and support the function of CIVICUS' Customer Relationship Management system, to facilitate relationship mapping, review the integrity of our imported data, and ensure member profiles reflect our membership policies and procedures. If possible, the intern will also support tailored mobilisation and engagement of CIVICUS' French and Spanish speaking members.</p>		
Areas of Responsibilities	Key Activities		
Members-related Information and Communications	<ul style="list-style-type: none"> • Draft and edit key internal and external information and visual communication products and guidelines • Facilitate engaging and dynamic membership communications, including mailers and blog post testimonials • Update staff handbook, 'one-pagers' and Members in Action webpage • Utilise membership engagement data to create informative infographics and other visual products • Support member engagement activities and mobilisations tailored to French/Spanish/Arabic/Portuguese members (if applicable) 		
Impact and Accountability	<ul style="list-style-type: none"> • Support monitoring and evaluation activities around membership engagement • Collect and synthesise data on membership engagement from across the organisation • Analyse data to assess the efficacy of CIVICUS' engagement initiatives • Closing feedback loops and share findings in an effective and engaging manner 		
CRM - Customer Relationship Management system	<ul style="list-style-type: none"> • Support the continuous updating and cleaning of CIVICUS' CRM • Ensure data integrity of CRM, in preparation of relationship mapping • Ensure member profiles align with membership policy and procedures, including follow up on pending documentation and payments 		

Job Description



Person Specification	
Education, Language & Qualifications	<ul style="list-style-type: none">• Knowledge/experience in communications and/or international development• Professional proficiency in English. French, Spanish, as well as Portuguese or Arabic, language skills will be a strong asset.
Essential Knowledge, skills and Experience	<ul style="list-style-type: none">• Excellent written communication skills, including writing case studies, profiles, storytelling• Experience with online graphic design editors or softwares (e.g. Piktochart, canvas or adobe suit)• Keen interest in database and customer relationship management systems• Interest in Impact and Accountability processes and tools• Flair for member engagement and community building in a non-profit setting
Desirable Knowledge, skills and Experience	<ul style="list-style-type: none">• Familiarity with social media such as twitter and facebook, including analytics.• Knowledge of writing for websites, and content management systems such as Joomla• Knowledge/experience of networks and/or membership-based organisations