

Job Description



Job Title:	Membership Intern		
Cluster:	Membership & Networks		
Salary:	\$1200 pm	Contract Type:	Fixed Term, 3 months
Location:	Africa, remote		
Reports to:	Membership & Database Development Officer		
Direct Reports:	n/a		
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: (Please write a single paragraph that gives three to five details applicants will find most exciting about the job.)	<p>An exciting opportunity has opened up to work with our Membership Team at CIVICUS. CIVICUS is a membership-based alliance, with over 10 000 individual and organisational members in over 175 countries across the world. Our overall goal is to strengthen civil society and citizen action for a more just, inclusive and sustainable world. The membership team works with projects across the organisation, including Youth, Diversity and Inclusion, Advocacy and Capacity Development, to engage a broad range of stakeholders in civil society.</p> <p>The role would suit a young African at the beginning of their career, who has a strong interest and experience in connecting people and building partnerships, in order to mobilise communities and others to act together for social change. The position will work to engage members through the lens of CIVICUS' membership policies and procedures by utilising our current data and information. The person will have a strong attention to detail, and an understanding of the some of the issues around digital security and data management</p>		
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	<ul style="list-style-type: none"> • Support all stages of the membership onboarding process as per CIVICUS' membership policy • Support the management of the membership@civicus.org mailbox • Liaise with projects and programmes across the organisation to respond to member queries and requests 		
Networking	<ul style="list-style-type: none"> • Support membership verification for CIVICUS communities of practice and working groups (e.g. AGNA, Youth) • Work with CIVICUS projects and programmes on member engagement opportunities and communications • Contribute towards the formulation of a 'value proposition' for CIVICUS members 		

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Database Management	<ul style="list-style-type: none"> • Support the maintenance of the integrity of the data on the CRM through accurate record-keeping (cleaning of data) • Ensure member profiles align with membership policy and procedures, including follow-up on pending documentation and payments
Convening	<ul style="list-style-type: none"> • Support members' representation at CIVICUS convenings, eg. International Civil Society Week, virtual convenings, webinars • Design and implement an 'Introduction to CIVICUS' Membership' webinar session for new members
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)	
Education, Language & Qualifications	<ul style="list-style-type: none"> • Diplomas/degrees in the following disciplines will be taken into account, although they are not mandatory for this position: development studies, international relations, administration • Fluency in verbal and written communication in English; additional language capacity is desirable, in particular Arabic and French
Essential Knowledge, skills and Experience	<ul style="list-style-type: none"> • Excellent writing, communication and analytical skills • Commitment to CIVICUS's vision, mission, values and ways of working • Demonstrated ability to work in a multicultural environment, work under pressure and multi-tasking • Computer and internet proficiency, including MS Office, Word, Excel PowerPoint etc • Experience with Customer Relationship Management systems and/or databases • Understanding of data security practices and processes
Desirable Knowledge, skills and Experience	<ul style="list-style-type: none"> • Additional language capacity in other UN languages, in particular Spanish • Experience with virtual convenings, such as webinars and online trainings • Knowledge of global/regional dynamics and civil society issues