



Membership Development Officer

September 2016



Accountable to: Membership Development Manager

Responsible for: None

Location: Pitfield Street, London

An introduction to London Youth

London Youth is a network of diverse community youth organisations serving young people of all backgrounds right across the capital. Our mission is to support and challenge young people to become the best they can be. Our vision is that all young Londoners grow up healthy, able to navigate a fulfilling career and make a positive contribution in their communities.

We support them to develop the confidence, resilience and relationship skills they need to do this, delivering with and through our network of community youth organisations and at our two residential centres. We work with all young people but place a particular emphasis on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

We deliver our mission through four strategic objectives:

- **Membership Development** – Developing, training, connecting and quality assuring our membership network to deliver good youth work.
- **Opportunity** – Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education.
- **Voice** – Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion.
- **Best we can be** – Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work

And we strive to act in line with our four simple principles:

- **Honesty** – about what works (and what doesn't) and we learn from our mistakes
- **Collaboration** – with each other, young people, our members, and the world beyond
- **Improvement** – committed to continual improvement
- **Fun** – because we think people learn best when enjoying themselves

Why work for London Youth...?

Our most recent Employee Survey revealed...

- ✓ 99% staff want to contribute to London Youth's success
- ✓ 92% staff feel they can ask questions when they do not understand something
- ✓ 91% staff enjoy their job
- ✓ 95% staff are proud of the work we deliver

The Team

London Youth has a membership of around 300 community based youth organisations, located in every London Borough. This is a unique asset base for the organisation, for young people in London, and for the communities in which they are located. Our members are an incredibly diverse range of organisations – traditional youth clubs, community centres, arts and sports clubs, projects for refugees, disabled young people and many other groups. We want to support our members so that whenever a young person goes through their doors they receive a high quality experience which meets their needs, allows them to learn and have fun, and helps them gain confidence, resilience and build stronger networks and relationships.

The Membership Development team was established in 2014 and, since then, we have increased investment in our membership offer, developed improved systems to manage membership information and processes, and strengthened our capacity building portfolio for members. In 2016, the team is growing and will be made up of the Head of Membership Development, a Membership Development Manager, two Membership Development Officers and a Membership and Fundraising Administrative Assistant. Our vision for the next three years is to grow and strengthen our membership, increasing the shared learning and partnerships opportunities for our members, encouraging and supporting innovation, and deepen our understanding of our members and the work that they do.

Job Purpose

To help us achieve our strategic aim of supporting more young people through an increased number of high quality member youth organisations, in communities all across London, and to understand better how we support the needs of those organisations and young people, we are now recruiting two Membership Development Officers.

The two Membership Development Officers will between them take on a range of exciting and challenging responsibilities to help us deliver our strategy. These will include leading the delivery and development of our capacity building offer for our members; increasing the number of members who have achieved the London Youth Quality Mark; shaping and facilitating communities of practice around issues that are important to youth workers and young people – such as tackling youth violence or ensuring youth provision is inclusive; and other training and development opportunities. The officers will also work very closely with colleagues across the organisation to support our members through sharing best practice, supporting innovation and advocating for great youth work to funders and policy makers.

In addition to this, the Membership Development Officers will also actively identify and recruit new members, and will support teams across London Youth to understand and promote our membership benefits and offer. They will need to develop strong relationships with our members and ensure they are aware of and engage with opportunities at London Youth.

So we are looking for people who are excited about great youth work, and the potential that giving young people opportunities within their communities offers them. Because there are two roles, we are looking for people who might either have specific experience capacity building, or marketing and membership support, as well as using evidence to shape and improve practice. You might have expertise across all of these areas, or be particularly strongly qualified in one of them.

Vitality, candidates will also need to show they have experience of delivery or being actively involved in organisational development projects, such as quality assurance, research projects, evidence-based programme design or change management. They will have demonstrable facilitation skills and be comfortable working with and building relationships with youth professionals including having experience of giving effective feedback. Because of the range of responsibilities across the two jobs, the job descriptions are meaty. Both officers will be working together on achieving the areas outlined in the Job Description and will have to be excellent team players. We are looking for candidates who are excited by the breadth of the roles, and are looking to develop and take on new challenges. If you think that might be you, then we would love to hear from you.

Job Description

Main duties of the role	Approximate % allocation
Driving the support to youth organisations so they can deliver great youth work within their communities	50
Developing and coordinating Communities of Practice and Networks, aiming at supporting youth workers to address issues such as youth violence, inclusion, leadership and other themes as they emerge.	
<ul style="list-style-type: none"> • Working with members and colleagues to identify themes and create and facilitate the networks, providing engaging and relevant content, interesting and well organised events and, and developing opportunities for further support 	
<ul style="list-style-type: none"> • Working with Learning and Programmes teams to identify new trends and challenges and support members through innovation and shared learning 	
Quality assuring youth organisations using the London Youth Quality Mark	
<ul style="list-style-type: none"> • Support members throughout the Quality Mark process from start to accreditation, providing relevant information and input all the way through 	
<ul style="list-style-type: none"> • Developing and maintaining resources for organisations working on the Quality Mark, including model policies and training or workshops and offering individual support to members as they need it 	
<ul style="list-style-type: none"> • Identify opportunities for members to share learning and collaborate with each other to achieve the Quality Mark 	
<ul style="list-style-type: none"> • Identify ways to continuously improve the Quality Mark process so that more members can achieve assurance without reducing the rigour of the standard 	
Identifying new needs and developing and promoting new ways of supporting youth organisations and youth workers to meet those needs	
<ul style="list-style-type: none"> • Using promotion, communications and recruitment techniques to engage and support more of our members – both directly and via partners – in ways that work for them 	
<ul style="list-style-type: none"> • Find innovative and meaningful ways of involving young people in our capacity development offer 	
<ul style="list-style-type: none"> • Supporting the evaluation of our capacity development offer and capturing formal and informal feedback 	
<ul style="list-style-type: none"> • Ensuring monitoring information is kept up to date on our membership database 	

Membership recruitment and engagement	30
<ul style="list-style-type: none"> • Promote membership benefits inside and outside the organisation, supporting colleagues across London Youth to understand and share our membership offer with prospective members 	
<ul style="list-style-type: none"> • To plan and deliver engagement and outreach activities to attract new members, including liaising with associations, funders and other groups to introduce London Youth to their networks 	
<ul style="list-style-type: none"> • Building and developing relationships with individual members and identifying and sharing relevant opportunities arising through London Youth and beyond 	
<ul style="list-style-type: none"> • Supporting membership management functions, including updating the membership database and tracking membership payments 	
Championing and advocating for our members	20
<ul style="list-style-type: none"> • Working with the Communications team to develop and maintain relationships with relevant stakeholders to champion the value and contribution of community youth work 	
<ul style="list-style-type: none"> • Supporting the development of opportunities for members to directly input into policy consultations and share best practice from across our membership 	
<ul style="list-style-type: none"> • Gathering and capturing learning on best practice from our members through the delivery of London Youth's capacity development offer and beyond 	
<ul style="list-style-type: none"> • Keeping up to date with relevant research reports and policy relevant to youth work and London Youth's communities of practice 	
<ul style="list-style-type: none"> • Supporting members to capture evidence on the impact of youth work in relevant areas such as health and wellbeing, preventing and reducing youth violence, and other societal and developmental outcomes in line with our communities of practice and programmes 	

Corporate responsibilities cutting across tasks set out above	
Planning and budgeting	
<ul style="list-style-type: none"> • Inputting to annual plans and budgets 	
<ul style="list-style-type: none"> • Contributing to effective day to day financial management through monitoring and controlling actual and projected income and expenditure 	
<ul style="list-style-type: none"> • Reporting regularly on actual versus planned performance 	
People	
<ul style="list-style-type: none"> • Preparing thoroughly for one to one meetings and annual appraisal with your line manager 	
<ul style="list-style-type: none"> • Taking responsibility for your ongoing professional development 	
Corporate development	
<ul style="list-style-type: none"> • Understanding and supporting the vision, mission and aims of London Youth 	
<ul style="list-style-type: none"> • Contributing to the formulation and delivery of London Youth's strategy 	
<ul style="list-style-type: none"> • Committed to and actively promotes London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships 	
<ul style="list-style-type: none"> • Managing resources to the highest professional standards and act as a custodian of best practice 	
<ul style="list-style-type: none"> • Maintaining awareness of your own and others' Health and Safety, and comply with London Youth's Health and Safety and Safeguarding policies 	
<ul style="list-style-type: none"> • Undertaking other duties as may be reasonably requested within the responsibilities of the post 	

Person specification	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I) Selection Test (T)
Skills, experience and knowledge		
Experience of delivering organisational capacity building support which could include some of the following: <ul style="list-style-type: none"> • active involvement in organisational development projects, • supporting people or organisations to achieve external quality assurance, • designing and completing new projects or products to meet need • developing, managing and sustaining programmes that support and challenge young people • evidence-based programme design • change management • Other innovative ways of supporting organisations and communities 	E	A/I/T
Experience of project management	E	A/I
Proven ability to communicate in a range of settings in the written and spoken word, particularly giving effective feedback	E	A/I/T
Demonstrable facilitation skills	E	A/I/T
Experience of partnership work and stakeholder management	E	A/I
Thorough knowledge and a deep understanding of the opportunities and challenges for youth organisations in London	E	A/I
Working knowledge of Microsoft Outlook, Word and Excel	E	A/T
Experience of using databases and customer relationship management (CRM) systems	D	A
Experience of working with young people in a youth work setting	D	A
Qualifications		
Educated to A level or equivalent qualification/experience	D	A
Youth work qualification at Level 2 or above	D	A
Personal Attributes		
Passionate and demonstrably committed to improving the lives of young Londoners	E	A/I
Excellent attention to detail	E	A/I/T
Ability to work on your own initiative	E	I/T
Ability to work as part of a team	E	A/I
Absolute discretion and ability to maintain confidentiality	E	A/I
Willingness to learn new skills	E	I
Ability to work in a changing and flexible organisation	E	I
Willingness to work occasional evenings	D	A/I

Terms and Conditions

Salary: £28,372 plus contributory pension scheme

Hours: 40 hours per week – NB while these posts are office based, there will be a need to work evenings and occasional weekends in line with our members' needs, as youth organisations mostly operate outside of the school day

Leave: 26 days pa plus 8 bank holidays and 5 'closure' days
Leave entitlement will be calculated on a pro-rata basis for part-time employees

Term: Permanent