Member Engagement Coordinator

Do you have demonstrable experience of developing and disseminating communications to facilitate participation within a network or alliance, and understand the challenges local Civil Society Organisations face in their day to day work?

The Member Engagement Coordinator is a pivotal role in supporting the ambitions of our strategy to harness the power of our network through practice exchange, research, campaigning, and humanitarian response.

In this role you will work closely with colleagues to develop and coordinate engagement strategies and mechanisms across the Alliance, in alignment with the members’ local contexts of work and the goals, vision and mission of Family for Every Child. You will support members through the stages of the Member Journey from their selection, welcome and orientation as an associate member through to their progression to full membership and ongoing reviews.

You will be an active listener and able to engage people in a solution focused dialogue in order to build and manage relationships across the membership. With high emotional intelligence with the ability to maintain strong stakeholder relationships, you will provide a flexible response to a range of member requests and ideas/initiatives, ensuring the Alliance always maintains a member-led and peer to peer approach.

You will possess a high level of English fluency with excellent English written ability in order to curate and edit content for member communications which are disseminated in different languages and in a multi-cultural context, to expert peers within the same sector.

To add value in this role you will evidence strong facilitation skills and an understanding of group and network dynamics, have the ability to challenge when needed with constructive feedback, analyse complex data and present this in an accessible and brief way to a range of audiences. We are looking for someone who is able to turn technical documents and data into appropriate ‘products’, with strong digital and technological skills and who is not afraid to roll their sleeves up and get involved in administrative tasks.
**About Family for Every Child**

*Family for Every Child* is dedicated to a vision of a world where every child can grow up in a permanent, safe and caring family, supported by temporary, quality alternative care where needed.

*Family for Every Child* is a diverse global Alliance of over 40 member local civil society organisations (CSOs) in 37 countries around the world and is fundamentally driven by three strategic goals:

1. Enabling children to grow up in permanent, safe and caring families;
2. Ensuring a range of high-quality alternative care choices;
3. Taking steps to prevent children from having to live outside of any adult care, without the care of families or other carers, and in the interim protecting these boys and girls.

*Family for Every Child* was developed to demonstrate a different way of doing international collaboration. It is premised on the importance of diverse and contextually informed knowledge from all parts of the globe being given equal value internationally.

Although its members are all independent, they are connected by a shared “root” system, tended to by a small team of *Family for Every Child* staff (the Secretariat). This makes the Alliance as a whole more resilient, and enables members’ voices to be amplified; each member is more effective because together we are more than the sum of our parts.
Our Organisational Model

Family for Every Child's model is unique. By coming together as a unified network of local organisations working on children's care and protection, we achieve so much more than we could individually. Ours is a “future focused” model that will facilitate growth, change and impact in a sustainable way. It is characterised by:

Diverse leadership leading from the front

Our Board is made up of a diverse group of people, many of whom work on the front line with children and families in the countries where they live. This means our strategic direction is set by those with first-hand experience of what children and families really need, without being bound by decisions from a head office overseas. Our collective work is led by diverse organisations in every region of the world. All members can contribute to setting the direction of the Alliance and can vote on decisions. This model reflects our belief that global change needs to be driven by local needs; and ensures that the actions we take reflect the needs of children and families everywhere. Family for Every Child believes in collective leadership and working horizontally, bringing together its Alliance member organisations, Secretariat and Boards. The Alliance is committed to becoming a model of ways of working that starts to decolonise the sector; and contributes towards CSOs reclaiming power based on an inter-cultural approach.

Powered by local wisdom

Because we are an Alliance of local people with intimate knowledge of the context in which we live and work, we bring valuable insight to the table about what children and families need and what will help them to thrive. This means that the projects we deliver are truly tailored to each country and culture in which we operate. Our members are all deeply rooted where they work, so their models for change grow directly out of the needs of their unique communities. We celebrate the diversity of ideas that flourishes when each member develops the work they do to the realities they encounter on the ground.

Globally impactful

Individually, we all make change happen in our local communities. And collectively, as an Alliance, we touch the lives of tens of thousands of children and families. By coming together as one, we speak as a united voice, representing the diverse ideas and wisdom of local people leading the way. At the same time, knowledge and solutions flow between them, enabling each one to learn from each other, selecting and adapting relevant models so they become stronger and more effective in their own unique contexts. We are building a global movement of local practitioners with the aim to be the world leader in local knowledge on child wellbeing.
Harnessing networked power

As a united Alliance, we harness the power of all of our members. Together, we deliver collaborative projects that deliver impact and change at a larger scale than our members could do separately. These include global campaigns and advocacy, international research and pilot programmes to achieve change in multiple countries - and we share what we learn even more widely so others can benefit from it too.

Agile and efficient

Because we are local organisations leading change around the world, our team that supports us to work together is relatively small. We connect online, and have no physical offices. This light and agile team exists to accompany and support us to develop our own capacities and grow the alliance, enabling us to achieve global impact whilst remaining efficient. Our ‘Changemakers for Children’ online social network was created by local practitioners for local practitioners, bringing together thousands of people working on the front line, enabling connection and knowledge exchange to form the building blocks for collaboration and collective action.

The organisational model continues to evolve, carefully tended and curated by the members themselves, through an international Board, and with the expertise and support of the Secretariat.

Legal Status

UK

Family for Every Child was incorporated as a company limited by guarantee (number: 08177641) in August 2012 in the UK and is a charity registered with the Charity Commission (number: 1149212).

We do not have any physical offices. Our registered address in the UK is 75 King William Street, London EC4N 7BE.

Subsidiary Organisations

The primary purpose of our subsidiary organisations is to support fundraising for our international Alliance.

Family Alliance is incorporated in New York, USA (Employer Identification Number 46-5518730).

Family for Every Child Trust New Zealand was established in 2017 as a registered company (number: 2670471) and registered charity (number: CC54645).
Our Board

People who work in their communities with children and families lead our Board, which makes key decisions on our strategic direction and goals. Having a locally-led Board means that our alliance is truly driven forward by the needs of children and families in diverse contexts around the world, amplifying voices of those who are often marginalised in global development discussions. We also have co-opted trustees, recruited to contribute the skills which are not provided by the elected trustees. Trustees are based in different countries, with widely varied time zones. The working language of the Board is English, with interpretation support provided for non-English speakers.

You can find information about our current trustees on our website.

Our Secretariat

Our Secretariat is a small but global team that supports our Alliance to achieve our goals. Our Secretariat comprises around 30 full-time equivalent staff, all home based, working in a completely virtual way and led by our Leadership Team.

In the UK staff are employed directly by the UK charity. We do not currently have any staff employed in the US. In NZ we have staff employed by Family for Every Child Trust New Zealand. All other non-UK staff are either employed through the UK with Family for Every Child as the registered employer and a payroll only set up in place (e.g. Australia), or through a third party Employer of Record arrangement (currently in Brazil, India, Kenya, Malaysia and South Africa).
Member Engagement Coordinator - Job Description

Job Purpose

Effective and relevant member engagement is key to delivering Family for Every Child’s strategy. The Member Engagement Coordinator is responsible for further developing, supporting and coordinating engagement strategies and mechanisms across the Alliance, in alignment with the members’ local contexts of work and the goals, vision and mission of Family for Every Child.

This role will support members through the stages of the Member Journey by building and managing understanding and relationships across the membership; providing a flexible response to a range of member requests and ideas/initiatives to ensure the Alliance always maintains a member-led and peer to peer approach.

Key Responsibilities

Supporting the Member Journey

- Planning and supporting the delivery of online and face-to-face orientation activities for new members, ensuring they are able to understand how to make the most of their membership, and begin to make connections of value within the Alliance
- Coordination of the whole member journey including supporting focal points to members and tracking members progress through the member journey
- Identifying potential links between members and facilitating those connections
- Supporting in preparation of Membership Committee / Board papers related to member journey

Membership Engagement and Communications

- Planning and supporting delivery of member engagement plans to champion impact through collaboration and support approaches to promote inclusion and leadership across the diverse membership
- Coordinating other aspects of member engagement relating to the member journey, such as overseeing the annual completion of the member strengths and member participation and interests survey, supporting members as required, working with colleagues across the Secretariat and ensuring the findings of the survey are made available for the use of members, Secretariat and the Board
- Curating and editing content for regular member mailings and communications in different languages and with integrated content from the digital community platform - Changemakers for Children
- Encouraging members to provide updates on their work and forthcoming events that may have broader interest to the Alliance
- Supporting in preparation of Membership Committee / Board papers related to member engagement
- Contributing to external communications initiatives and activities, working closely with the Fundraising and Communications team to ensure a cohesive and integrated approach across the Alliance, that avoids duplication and enables a strong information flow

1Member Journey - includes the selection, welcome and orientation as an associate member; the progression to full membership; the annual review and the 5-year review of membership.
● Supporting delivery of key member events including Family Week and the Forum
● Actively maintaining records of communications with members
● Supporting colleagues with identification of audiences, PR and communication activities, including the community platform, to ensure engagement with members and other Civil Society Organisations (CSO) networks

**Cross Team & Cross Secretariat Responsibilities**

● Acting as focal point for a certain number of members
● Building, maintaining and developing relationships with colleagues across all teams in the Secretariat, contributing to the delivery of the Alliance mission and Family for Every Child’s strategy
● Contributing to cross-team work as needed and cross Secretariat project teams
● Establishing and maintaining efficient administration systems, including digital filing
● Undertaking any other reasonable duties or projects as required to support the work of the Secretariat
● Providing ad hoc support to colleagues as needed and contributing to relevant cross-Secretariat projects

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**Member Engagement Coordinator - Person Specification**

**Education, qualifications, knowledge and experience**

**Essential:**

● Educated to UK Degree level (international Level 6) or equivalent qualification ideally in international development, social sciences, civil society, social policy, social work, international relations or psychology or a related subject
● Experience of helping facilitate participation within a network or alliance, preferably of CSOs
● Experience of working with local CSOs, acknowledging the challenges such agencies face in their day to day work
● Experience of developing and disseminating communications (primarily online) in a multi-lingual, multi-cultural context, to expert peers within the same sector
● Experience of turning technical documents and data into appropriate ‘products’ (e.g. for external dissemination, using latest technology, social media, etc.)
● Experience of using/developing different online communication tools and an awareness and interest in using a range of tools and mechanisms to support relationship management and case management
● Experience of copywriting/editing content for publications - online and printed
● An understanding of the international development sector, and knowledge of key issues in child protection and child care, in different regions
● Experience of working remotely or with remote-working colleagues and of working as part of an international culturally diverse team
● A high level of English fluency with excellent English written ability to develop complex documents, presenting information clearly for both internal and external use
Desirable:

- Knowledge of online learning and consultation tools
- Experience of facilitation/moderation in either face-to-face or online environment
- Experience of working within a network organisation
- Experience of working with Google Apps
- Experience of using Adobe applications such as InDesign, photoshop etc.

Skills and personal attributes

Role specific skills

- Ability to work across different actors, cultural contexts, technical areas
- Demonstrable skill in working with external partners and bringing several stakeholders together for a common goal
- Active listener, engaging people in a solution focused dialogue
- Strong facilitation skills and understanding of group dynamics and network dynamics
- Diplomacy and ability to challenge when needed with constructive feedback
- Ability to analyse complex data and present this in an accessible and brief way
- Ability to work independently and across multiple portfolios and subject areas at the same time
- Respectful, empathetic and supportive approach to work with national CSOs, which seeks to identify and build on strengths, and acknowledges the challenges such agencies face in their day to day work

The following skills and personal attributes are expected of all staff:

- **Flexible and adaptable; willing to contribute to other streams of work and across teams**
- Highly skilled communicator, in different formats, and capable of working across languages and cultures (using translation and interpretation support as relevant)
- Flexibility to work outside typical working hours and across time zones, especially in relation to line management responsibilities and to support cross team working
- Highly organised and self-motivated, able to manage and deliver on multiple concurrent tasks
- Competent IT proficiency across a range of packages, able to learn quickly and troubleshoot problems independently
- Ability to use initiative and work without close supervision, working both as part of a team and as an individual
- Excellent command of English (oral and written) is a must, but working knowledge of Spanish, Portuguese, or French is appreciated to broaden the range of language skills within the Secretariat

This role requires travel

- Willing to travel internationally when needed - as much as 2-4 weeks (10-20+ days) per year including team/Secretariat meetings in the UK
- Ideally located within easy travelling distance to an international hub airport
Working for Family for Every Child

If you are committed to transforming the world and achieving a better future for children and families, join us. Our vision is for a world in which children and families everywhere have access to the support they need to survive and thrive. It is our mission to make that happen for families through research, knowledge exchange and campaigning; to create a world where every child can grow up in a safe, permanent and caring family. Working for Family for Every Child is a purpose-driven career where the work you do could play a role in making a positive impact on the lives of children and families all around the world. Our employees have a passion for changing the world.

Our global recruitment and selection practices mean that we work with the best people from around the world, employing staff and engaging consultants, contractors and service providers in several different countries, always seeking to comply with local legislation and tax regulations.

All staff must have the right to work in the country they are based in. Family for Every Child does not sponsor work permits or contribute to costs.

We expect all individuals who work with and for Family for Every Child to provide references and adhere to our Code of Conduct and relevant policies, particularly in relation to Safeguarding.

Member Engagement Coordinator - Terms & Conditions & Benefits

In return, we pride ourselves on our flexible and family-friendly ways of working and offer a competitive global reward approach. Our contractual benefits exceed statutory benefits in most countries where we employ staff. We ensure compliance with local legislation in whichever country our staff are based. We are committed to each other’s well-being and success, with a culture of shared leadership and collaboration, respect, integrity, and care for each other. We support our staff with the resources to be able to work from home and with the learning and development that they need to develop in their role.

Location

Flexible, home based, within the country of residence of the candidate.

We welcome applications from candidates based in India, Kenya, South Africa, Malaysia or New Zealand. Whilst applications from candidates based in the UK will be considered, our preference is to expand our expertise with the appointment of candidates in more resource constrained countries.

Family For Every Child does not support applications for working visas and there is no relocation support. We require proof of entitlement to work within the country you are based - visa and/or passport - and we will need a signed declaration for tax and social security purposes in order to ensure we comply with local legislation. Depending on location we employ staff directly (through Family For Every Child, Family Alliance or Family for Every Child Trust New Zealand). This will be determined based on the tax and or employment legislation within the country you are based. If the cost or mechanism of ensuring legitimate employment within your country of residence proves prohibitive, Family for Every Child reserves the right to withdraw your application from the selection process.
Salary

£18,000 - 21,000 pro rata salary at FTE 0.6 (equivalent to £30-35,000 GBP full time)

Salary will be determined based on experience and location with an appropriate cost of living adjustment against the UK salary scale where relevant.

Working Pattern

Part time - Initially 21 hours per week (FTE 0.6) with possibility of increasing to 28 hours per week (FTE 0.8)

There is an expectation that regardless of time zone the job holder will need to work flexibly to support work with colleagues in different time zones.

Working pattern to be agreed on appointment.

Contract Length

Permanent

Annual Leave

- 30 days per year pro rata plus 6 days for Christmas/New Year closure.
- Length of service award of 1 extra day per full year of service up to a maximum of 5 additional days.

Additional Benefits

- Pension - either matched contributions to UK Family for Every Child Aviva pension scheme (upto 7.5% after 3 months’ service) or an allowance for non-UK staff
- Sick pay - full pay after 6mths service - until then max 3 days full pay then UK Statutory Sick Pay (or equivalent)
- Flexible working including a range of working patterns e.g. condensed hours, split working days, annualised hours
- Life assurance - 3 x annual salary paid on death
- Reimbursement for eye tests and glasses
- Global Employee Assistance Programme
- Enhanced maternity and paternity pay (depending on location)
- Study leave - 10 days per year (pro rata for part time staff)
- Contribution to co-working space - 75% of costs, up to a maximum GBP £100 per month (or equivalent) (pro rata for part time staff)
- Support towards internet costs - up to 75% of the cost for the days you are working from home (pro rata for part time staff)
- Support towards office set up - up to GBP £75 for an office chair and GBP £150 for a desk (or equivalent) (permanent staff only)
- Provision of IT equipment as required
Our Commitment to Diversity

We are proud to have an international Board and Secretariat, working with people from all over the world to advance our mission. We actively encourage applications from talented and committed professionals of different cultural backgrounds. We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background and political beliefs, to reflect the diversity of our members, as we know this will make our work more effective. We are committed to equality of opportunity in the recruitment, retention and development of our team.

Everyone who works for or on behalf of Family for Every Child is expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds where the work of others is valued and respected.

Safeguarding Statement

Family for Every Child has a zero-tolerance approach to any harm, exploitation or abuse of children and anyone we work with or come into contact with including our members, staff, trustees, consultants and stakeholders. Safeguarding forms an intrinsic part of everything that we do. The appointment process for any roles to work with or on behalf of Family for Every Child will include the receipt of satisfactory references and relevant roles will require a criminal record check. Compliance with all our Safeguarding Policies and Procedures is mandatory.

Member Engagement Coordinator - How to Apply

Please apply by completing the online application form through our website: https://familyforeverychild.org/about-us/working-with-us/

CVs will not be accepted.

If you require any further information about this role, the organisation or the application process, please email recruitment@familyforeverychild.org and one of the HR team will come back to you. PLEASE DO NOT CALL.

Please ensure you apply in time to avoid disappointment. We will not accept late applications for any reason.

CLOSING DATE: Sunday 10 July 2022 @ 11pm UK BST

INTERVIEW DATE: First round interviews will take place virtually between 19-20 July 2022

We expect interviews to last approximately one hour. Please ensure you have access to the internet and a webcam set up in a quiet space for the interview. Due to time-zones interview timings may include early morning or late evening. There may also be a pre-interview task to complete.

START DATE: Start date will ideally be no later than 1 September 2022