



Membership Officer Job Description

1. Summary

Job title:	Membership Officer	Pay Band:	HEO
Employer:	Public Chairs' Forum	Salary:	£35,000 pro rata
Post:	2-year secondment	Date issued:	Wednesday 26 July 2023
Work pattern:	Full time or part time (min 4 days)	Closing date:	Friday 1 September 2023

1. Background

Public Chairs' Forum (PCF) provides support to board members of public bodies, **Association for Chief Executives** (ACE) for executives and experts from public bodies.

Though separate, both organisations exist to provide strengthen UK public services, by providing peer support, insight, inspiration and education to those leading public bodies.

With over 300 public bodies in the UK, PCF and ACE provide the opportunity for leaders to discuss cross-cutting government issues, share on good governance and leadership practice and engage with the centre of government on key aspects of public service delivery.

The organisations host a series of events, wider support activities such as special interest groups and action learning sets and undertake research relevant to our members.

2. Organisational values

- PCF and ACE are **member-led** organisations.
- Both organisations exist to **provide support to members**.
- Funded by membership subscriptions, both PCF and ACE are **independent** organisations.
- PCF and ACE are politically neutral and offer **impartial** advice.

3. The Team

The post-holder will work as part of a small, dedicated Secretariat function. The **Membership Officer** will report to the **Secretary**, working alongside the **Programme Officer**.

The Secretariat are responsible for the providing an outstanding membership experience for PCF and ACE members.

The Secretariat for PCF and ACE is based at the **Institute for Government, 2 Carlton Gardens, London, SW1Y 5AA**.

Fully independent organisations, PCF and ACE work closely together and with the Institute for Government.



The **Membership Officer** will be part of a small and friendly team, benefiting from being based as part of the wider Institute for Government community, an impartial policy think tank that provides advice to Government.

4. The Role

Role purpose

The Membership Officer is responsible for supporting an excellent member experience in the thriving ACE and PCF membership communities.

Key responsibilities

1. Secure a sustainable future for PCF and ACE

- Provides support to the development and delivery of membership campaigns.
- Co-ordinates member relationship management information, enabling effective and appropriate member targeting.
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2. Manage delivery of a wide range of community activities.

- Supports annual programme of events, with particular responsibilities in event operations including support to the speaker and delegate experience.
- Supports improvements to the membership offering.
- Supports effective member networking.

3. Secure the reputation of PCF and ACE as a credible voice for public bodies.

- Contributes to relationships with key stakeholders, including Cabinet Office, government departments, public bodies and Institute for Government.
- Co-ordinates communication channels - web, socials, trade press - to increase the profile of PCF and ACE.

4. Ensure smooth and effective operations of PCF and ACE.

- Contributes to regular reporting to the Chairs and Boards of both PCF and ACE.
- Supports day-to-day management of PCF and ACE finances.
- Supports annual subscription renewals.
- Contributes to general administration and operational support.

Engagement touchpoints

- The Chair of PCF Management Committee and The Chair ACE Board.
- PCF members, chairs and non-executive of public bodies.
- ACE members, executives and experts of public bodies.
- Civil Servants, including Directors, Deputy Directors, Heads, Advisors etc.
- CEOs, Consultants, Academics and subject matter experts.

4. The Person

Behaviours

Need to have:

- Motivated, with an ability to work well independently, including in a remote setting.
- Demonstrated diligence, attention to detail and organisational skills.
- Proven ability to identify priorities in workload.

Skills

Need to have:

- Excellent communication skills.
- Able to communicate complex information in a clear and meaningful way.
- Event management skills.
- Stakeholder engagement skills.

Nice to have:

- Experience of working in marketing and communications.

Experience

Need to have:

- Experience of using a wide range of communication tools.
- Project co-ordination experience.
- Experienced in the use of a range of technology, digital and data applications.

Nice to have:

- Financial administration experience.
- Experience of senior stakeholder engagement.
- Experience &/or empathy with public bodies and their contribution to public service.