

Membership Officer Application Pack

Closing Date	15 May 2019
Interview Invites	17 May 2019
Online Interview Date	21 May 2018
Email Address	jobs@iglyo.com

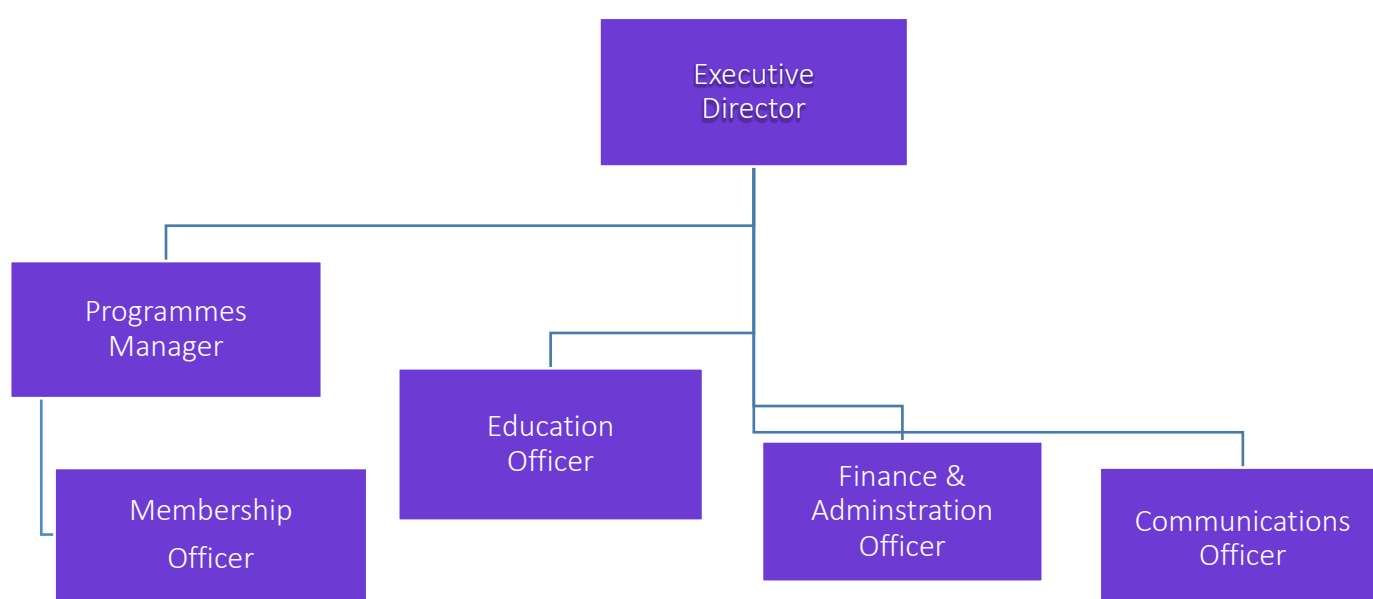
Introduction

IGLYO is the largest network of lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) youth and student organisations in the world. As a youth development and capacity building organisation, IGLYO builds the confidence, skills and experience of young people to become leaders within the LGBTQI and human rights movements. We achieve this through a range of international conferences, events and workshops, as well as developing online training and resources. IGLYO's LGBTQI Inclusive Education Project aims to make schools safer and more supportive of LGBTQI learners by working with governments and civil society organisations to gather and monitor data, and to advocate for every young person's right to quality education. More information about IGLYO's work can be found at www.iglyo.com

Job Information

Job Title	Membership Officer
Salary (Gross)	€2.118,40 per month + Prime de Fin D'année (1 month) + Double Pécule de Vacances (0,92% of 1 month)
Additional benefits	€7 lunch voucher for every day worked Monthly local travel subsidy Daily subsistence allowance for work outside of Belgium
Working Hours	37,5 hrs per week
Holiday Entitlement	34 days (inclusive of public holidays)
Line Manager	Programmes Manager
Contract	Permanent

IGLYO Secretariat



Additional Benefits

- Paid travel, subsistence and accommodation for work related meetings where necessary
- Annual holiday pay in accordance with Belgian regulations
- Meal vouchers (€7,00) for every full day of work

Who Can Apply?

Candidates **must be eligible to work in Belgium** at time of application.

IGLYO will not consider age, gender, sexual orientation, gender identity, sex characteristics, socio-economic status, ethnic identity, religious or political beliefs, (dis)ability or any other non-work-related criteria in the selection process.

IGLYO particularly welcomes applications from women, trans, and non-binary people. IGLYO also welcomes applications from individuals from an ethnic minority and/or who are under thirty years old.

How to Apply

Please read through the role description and personal specification contained within this pack, and if you match all the essential criteria, we invite you to complete our Online Application Form.

Selection Details

Candidates who are shortlisted will be notified by email and will be asked to attend an online interview (see front page for dates). Only shortlisted candidates will be notified, and unfortunately, we will not be able to provide feedback to unsuccessful applicants.

The successful candidate will be expected to take up their post by the above start date, but an earlier start date is preferable.

Informal enquiries about the post can be sent to jobs@iglyo.com

Job Description

Membership Officer

Membership Development & Retention

- To conduct an annual review of IGLYO's member organisations to better understand their needs and priorities, and how IGLYO can support them
- To develop and implement an engagement strategy based on IGLYO's annual members' survey
- To build stronger links between IGLYO and its members
- To research and compile a database of potential new members for IGLYO to expand the network both geographically and thematically (such as trans, intersex and non-binary organisations)
- To provide support to smaller or emerging member organisations to help them develop
- To keep up to date with IGLYO's members' priorities, issues and work, and work with the Communications Officer to promote them through IGLYO's online channels
- To raise awareness of all IGLYO events and opportunities with members
- To act as the first point of contact for all existing and prospective members, responding promptly to all enquiries
- To manage IGLYO's online membership database, ensuring that records of new, renewed and terminated members are up to date

Member Events & Participation

- To assist the Programmes Manager with the planning and delivery of IGLYO's trainings and events, especially around event logistics, participant travel, and communication with members
- To respond to all participants' questions and requests in the run up to and during events
- To manage all external requests for presentations, trainings, etc. matching opportunities to the relevant Board, Staff and Training Team members

Alumni & Friends Development

- To create an extensive database of past volunteers and participants and identify opportunities to better engage and involve IGLYO's alumni
- To update IGLYO's archives and ensure all relevant media and documents are saved and recorded
- To develop the IGLYO Friends package (for members outside of Europe) including welcome pack, benefits, communications

General

- To support the smooth running of the Secretariat
- To assist with the preparation of various event logistics
- To attend various events/meetings to provide administrative and logistical support
- To undertake other reasonable duties which may be required from time to time

Personal Specification

Area	Essential	Desirable
Experience	<ul style="list-style-type: none"> - Experience of engaging with varied stakeholder groups in a professional capacity - A minimum of one year's experience in an organisational role (membership co-ordination, volunteer management, events organising or similar) 	<ul style="list-style-type: none"> - Experience of working for an NGO - Experience of designing and delivering non-formal education training
Personal Qualities, Skills & Knowledge	<ul style="list-style-type: none"> - Excellent communicator, with the ability to motivate, engage and persuade a wide range of audiences - Strong interpersonal skills with an understanding of how to build and maintain professional relationships - In depth knowledge of LGBTQI issues, specifically for young people - Understanding of intersectionality - Highly organised - Creative thinker, able to come up with different ideas and strategies to connect with different organisations and individuals - Ability to analyse information and produce reports - Ability to use your own initiative and work autonomously - Ability to organise, plan and prioritise workload and work under pressure to meet tight deadlines - Excellent spoken and written English 	-
Technical	<ul style="list-style-type: none"> - Excellent IT skills with experience of using Microsoft Office & Google Drive - 	<ul style="list-style-type: none"> - Experience of Wild Apricot or other membership database software
General	<ul style="list-style-type: none"> - Eligible to work in Belgium - Ability to relocate to Brussels and travel on an occasional basis - Ability to work flexibly, including often working irregular hours 	