

# Job Specification

## Member Engagement Manager

<b>Contract:</b>	Permanent (six month probationary period)
<b>Reports to:</b>	Director of Member Services
<b>Hours:</b>	35 hours per week – flexitime (by agreement)
<b>Holidays:</b>	23 days per annum

### Job Summary

Working within the Membership Team to manage, sustain and develop activities in-line with annual business plan and stakeholder aspirations for the progressive agenda of work focussed on member recruitment, engagement and retention.

As the Member Engagement Manager, you will lead, develop and take overall ownership for FISITA's key membership engagement and monitoring across all membership categories. You will build positive and sustainable professional relationships with Members, in order to shape the future of the organisation's member retention, through intelligence, best practice, trends and learning. Ultimately you will lead FISITA towards a culture of insight-led decision making in support of membership retention, growth and business planning cycle.

### Key Responsibilities

Work with the Director of Member Services to:

- Develop FISITA's member knowledge by carrying out intelligence gathering and analysis
- Manage FISITA's membership database, ensuring that it is fit for purpose
- Manage, sustain and develop the Member Recruitment Plan
- Manage, sustain and develop the Member Engagement Plan
- Manage, sustain and develop the Member Retention Plan
- Organise Member Networking events including the VIP Reception and Annual Strategic Partner Meeting
- Line Management responsibility for the Membership Officer
- Contribute to the development and delivery of the FISITA's membership strategy, working with colleagues across the organisation and member leadership groups
- Work with and support the Member Services Team to deliver a first-class service to all members
- Contribute to the continued effort to promote FISITA on an international stage by representing the organisation and contributing as required and appropriate within the scope of this job description.
- To manage and/or progress any other duties as defined by the Director of Member Services

# Personal Specification

## Essential

- Proven analytical skills and be comfortable handling vast amounts of data and using it to generate new insight
- Positive and flexible attitude to work, particularly new initiatives
- Exceptional organisational skills, accuracy and attention to detail
- Proficient in MS Office products including, Word, Excel and PowerPoint
- Experience and working knowledge of membership organisations and committees
- Excellent interpersonal and influencing skills including experience in providing direct support to senior management
- Proven experience of project management and research & development
- The ability to represent FISITA effectively and professionally. Producing clear and effective communications appropriate to the audience, utilising the most appropriate channel and in keeping with brand guidelines
- Proactive, self-motivated and self-policing team player. The ability to accept responsibility for own area of work, identifying critical elements and working in a solution focused way to achieve
- Willingness to contribute with a strong team ethic
- The ability to work effectively with volunteers and supporters to deliver business goals
- Proven track record co-working across an organisation
- Ability to use a range of appropriate numerical and graphical skills in combination to measure progress and achieve goals/targets
- General knowledge of the automotive mobility industry
- Willingness to travel internationally
- Commercial business mindset
- Ability to work on several projects simultaneously
- Excellent written and verbal communication skills and present with clarity energy, confidence and enthusiasm

## Desirable

- Experience of working in the not-for-profit sector, preferably a technical association or learned society
- Experience of working in an international organisation
- Second language