Job Title: Membership Engagement Officer – Specialist Groups
Job Location: London, UK
Salary Range: £25,941 - £30,046
Benefits: Pension, private medical insurance, travel insurance, 24 days annual leave (in addition to public holidays)
Duration: Permanent (with 3 months probation)
Hours: Full-time (35 hours per week)
START DATE: As soon as possible

JOB DESCRIPTION

ABOUT IWA

Drawing exceptional professionals from 140 countries, the membership of the International Water Association (IWA) brings together scientists, researchers, technology companies, and water and wastewater utilities, all working to address the world’s most urgent water challenges when and where they arise, from ridge to reef and from catchment to tap. The IWA has become an international reference and source of durable water solutions, products and services that are robust and flexible enough to be universally applicable, easily accessible, and locally adaptable.

IWA publishes 12 scientific journals and 40+ books per year on water management. IWA develops leading edge innovations and synthesises these through the work of its IWA Specialist Groups, Clusters and a set of global programmes focused on for example Cities of the Future and Basins of the Future. IWA has a worldwide staff of approximately 50, with headquarters in London and offices in Nanjing, China and Chennai, India.

MAIN DUTIES AND RESPONSIBILITIES

Under the general supervision of the Manager, Membership Engagement, the primary role of the Membership Engagement Officer: Specialist Groups is to support the coordination and engagement of Specialist Groups (SGs), Task Groups (TGs) and Clusters and ensure the delivery of excellent services to them.

Detailed responsibilities are:

- To provide an effective channel of communication between IWA, specialist group leaders and members of specialist groups, and ensure that their needs are serviced to the highest possible level;
• To actively support SGs in their role as vehicles for membership engagement and retention through engagement of group members in SGs;
  o Create and maintain Induction packs for all SGs
  o Online induction meetings to new members of SGs
  o Regular trainings to (new) leaders and management team of SGs on community management and becoming IWA ambassadors
  o Online meetings on engagement opportunities between IWA Secretariat, community leaders and members.
  o Support the development and distribution of SG newsletters to the SG members
  o Facilitate and coordinate dedicated professional development activities (develop articles/blogs, online dialogue sessions, webinars etc.) for communities and their members
• Coordinate the evaluation and creation of Specialist Groups;
  o Regular monitoring and evaluation functions and reporting on leaders active engagement
  o Review and evaluate dormant SGs and investigate the opportunities, initiate and support the creation and launch of new groups or communities in topics of strategic importance
• Support the Renewal/ Election of Specialist Groups Management Teams (also called Management committees)
• Support the facilitation of the content development and profiling of SG members, e.g., state of the art reports, international summary reports, SG newsletters, blogs, webinars, online platforms etc. on their field of interest;
• Assist in the process of consulting the specialist groups to ensure that the technical programme at the congresses is reflective of their needs and interests; and to ensure the engagement of the groups and clusters in the IWA Biennial Congress & Exhibition, and the Development Congress & Exhibition;
• Ensure connectivity among all IWA mechanisms and facilitate the connections (eg. YWP involvement in SGs, engagement of SG experts in programmes/content)

Additional duties

In addition to the duties and responsibilities outlined above, the Membership Engagement Officer is expected to contribute to other areas of the Associations work and support colleagues in a proactive manner; this includes:

• Provide inputs to other member engagement activities as requested;
• Carry out administrative duties required to function within the IWA Secretariat;
• Contribute to the team spirit and excellent ambiance in the IWA Secretariat and in working with partners.
This Terms of Reference contain the main duties and responsibilities for this position. However, in a small organization such as IWA, staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks and missions that are reasonably allocated to them but which are not part of their regular job description. The job description will be reviewed yearly, but initially after 6 months. Where any task becomes a regular part of an employee’s responsibilities, the job description will be changed in consultation with the employee and the Manager for Membership Engagement.

REQUIRED SKILLS & EXPERIENCE

Qualifications

- Minimum bachelor degree in relevant area (e.g. water science, environment, political science, international relations, communications)

Skills

- Well-developed communication and interpersonal skills, including demonstrable ability to communicate effectively verbally and in writing (in English)
- Adept in use of MS Office, particularly Excel, Word, PDF
- Adept in managing work as projects
  o Highly organised and methodical
  o Self-starter, action-oriented and results driven
  o Ability to work to deadlines and cope with pressure, multi-task, demonstrate flexibility

Experience

- 2+ years' experience in client relations oriented role
- 1+ year Membership/ community engagement experience
- 1+ year (voluntarily) engagement in water sector OR Qualification in Water /Environment sector

Desired Attitude

- Flexible team player, with awareness of, and sensitivity to the multi-cultural environment in which the IWA operates.
DESIRABLE:

- Additional language/s
- Wordpress, Social Media, Mailchimp, Canva, Indesign

HOW TO APPLY

Opening Date for Applications: 24/07/2021
Closing Date for Applications: 20/08/2021

Applicants are asked to submit their CV in English and a supporting letter of motivation along with the names and contact details of two referees. Applicants must also provide information on their eligibility (or not) to work in the UK.

Applications should be submitted by e-mail by 20 August 2021 to recruitment@iwahq.org.

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED