



National Women's Council

Job Description

Job Title: Membership and Engagement Support Officer

Responsible to: Head of Communications and Membership

Main Purpose of Role

The Membership and Engagement Support Officer supports the implementation of NWC's Membership Strategy and Strategic Plan 'No Woman Left Behind'. The Officer ensures smooth communication and engagement between NWC and our members and supporters and supports the recruitment of new members. The Officer maintains and further develops our Customer Relationship Management system (Salesforce), acts as a first port of call for membership queries and develops and maintains membership information as part of information materials, on the website and in our internal systems.

The Officer provides support for NWC events and meetings and is a member of NWC's internal IT committee.

Principal Duties

1. Supports the recruitment of new NWC members and ensures up to date contact information and payment details for NWC members and supporters
2. Responds to membership queries and develops membership emails and other information materials
3. Maintains and further develops NWC's CRM system and manages relationship with external CRM consultant, including swift resolution to issues.
4. Supports NWC in ensuring the organisations' compliance with GDPR
5. Supports overall membership engagement and provides support at NWC events (online and in person), as required.
6. Identifies and implements new apps and digital tools to enhance online engagement with members and supporters and provides training and support to staff
7. Contributes to strategic planning and analysis
8. Supports the development of relevant funding applications
9. Supports the implementation of NWC's membership strategy
10. Develops workplans in line with our Strategic Plan
11. Identifies income generation opportunities as part of work



12. Participates in NWC team meetings, the internal IT team and regular performance management meetings with the Head of Communications and Membership
13. Produces a monthly report for the Director, and report to the NWC Board as required.
14. Undertakes such duties as may reasonably be assigned from time to time by the Head of Communications and Membership and/or Director

Essential experience & skills

- Relevant third level education
- At least 1-year experience in similar role
- Experience in managing databases, ideally in the form of a CRM system
- Experience of working with external consultant
- Excellent IT skills and willingness and ability to take part in further training, in particular Salesforce training, as part of role.
- Ability to deliver on agreed projects, including reporting back on results
- Strong problem-solving skills and the ability to analyse problems and develop actionable and appropriate tactical plans quickly
- Ability to communicate effectively with both technical and non-technical audiences (written and oral)
- Attention to detail

Desirable experience and skills

- Experience of working with Donor Box, Zapier, Mailchimp/Eventbrite integration, Stripe, webinars (Zoom), Microsoft Teams.
- Experience of working for a membership organisation
- Experience in using graphic design programmes

Core competencies for the position

- Must be fluent English speaker
- Drive and commitment to feminist values
- Knowledge and understanding of NGO sector in Ireland and gender equality



- Ability to represent NWC externally
- Striving to improve personal performance and commitment to self-development