

Membership and Partnerships Support Executive job pack

£23,092 rising to £24,307 pa

after six months probation

Closing date: 9am, 10 November 2023

member of aelod o



promoting equality in housing
hybu cydraddoldeb ym maes tai

General enquiries

www.chcymru.org.uk

enquiries@chcymru.org.uk

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Membership and Partnerships Support Executive

£23,092 rising to £24,307*

- + Generous benefits
- + Work from home or any location of your choosing



Timescales

Closing date
9am,
10 November 2023

Shortlisting
12 November 2023

Interview
1 December 2023

About Community Housing Cymru

Community Housing Cymru (CHC) is the membership body for housing associations in Wales. We represent 36 non-profit organisations who provide social housing and related services in communities across the country. Our members house over 10% of the Welsh population and are committed to delivering high-quality affordable homes, tackling poverty, and improving lives.

Our staff team

We are a dedicated staff team who work together to enable our members to be brilliant. Our culture is open, trusting and caring and our values not only reflect how we work with each other but also how we work with our members and stakeholders. Staff have the freedom to perform their job when and where they work best.

We encourage innovation and we are always exploring new ways to do things better. We will continue to support staff to work flexibly with a focus on outcomes.

We have 20 members of staff who work across two teams:

- **Business services –**
HR, IT, admin, finance, member engagement & events and governance
- **Policy and external affairs –**
Policy, communications, external affairs

We have become a fully remote organisation, with staff located across the UK. We have office space based in Cardiff for collaborative working, and we encourage staff to locate for the day, enabling you to determine where you would work best – be that from your home, one of our member's offices, a co-working space local to you or a coffee shop.

We come together face to face as a full staff team (usually in Cardiff) every six weeks to collaborate, innovate and socialise. We provide every member of staff with the tools and equipment they need to be brilliant in their job. We cover travel expenses for work purposes.

**pa after six months probation*



Our aim / Our strategic priorities (corporate plan 2023/24 – 2026/27)

What we do

For over thirty years, we have been working with our members to make Wales a country where good housing is a basic right for all. Together we have taken great strides towards achieving this goal, but we know that housing associations and their tenants face new pressures and unprecedented challenges. This plan sets out the actions we will take to support our members to sustain their communities while we continue to fight for the changes needed to achieve this vision.

Over the next four years, we will be focused on the actions that will support our members to make the biggest difference in their communities. We will work hard to secure a stable and sufficient funding and policy framework to support investment in new and existing homes and support services.

We will do this by representing our members, acting as an influential voice to

secure change. We will act as a hub to bring you together to find collective solutions to the challenges we face.

By 2027, we want the sector to have bounded forward once more, and have achieved each of the goals set out below.

1. Secure the tools, funding and policy that supports good quality housing association homes.
2. Influence the policy environment so that housing associations can continue to provide homes that are affordable, and effectively support tenants facing financial hardship.
3. Promote trust in housing associations and support them to build strong partnerships locally.
4. Ensure that CHC is an agile and inclusive membership body and an exemplar employer.

Equality, diversity, and inclusion statement

At Community Housing Cymru, we are committed to creating an inclusive and diverse workplace where all employees feel valued, respected, and supported. We believe that a diverse workforce helps us better understand and respond to the needs of our members and the communities we serve.

We welcome applications from all individuals regardless of age, gender identity, disability, race, religion, sexual orientation, or any other characteristic protected by law. We are committed to ensuring that our recruitment processes are barrier-free and inclusive to enable all applicants to apply with confidence.



Our values

Transparency

We are open and accessible
in all that we do

AccQuntable

We deliver on our commitments
and are responsible to our
members & each other

Innovation

We actively identify new
ways to deliver the best
service we can

Adaptability

We are flexible and
responsive to change

Inclusivity

We value and embrace the diverse
nature of our membership and staff

Ambition

We challenge ourselves and our
environment to achieve the
best outcome



About the role

To support the Member Engagement and Events team to deliver high-quality, integrated services and events that are beneficial for CHC members and corporate partners.

Key tasks

Membership

- To provide a customer-focused, welcoming, and professional service to all key contacts and serve as the first point of contact for all CHC inquiries.
- Handling member requests and inquiries and signposting across CHC appropriately.
- Updating and monitoring of the CRM database with data and queries.
- Support the delivery of the member offer through the organisation of virtual and in-person events and projects (including diary management, agenda, zoom/venue planning, updating website, surveys, contacting speakers, notes and follow-up actions, tech support) in collaboration with teams across

CHC and external stakeholders.

- Producing content including written and video content for Housing Hub online portal.
- To support the Member Insight and Engagement Manager, and colleagues across the organisation, to develop products and services that respond to our members' needs.
- Supporting the creation of member communications.

Corporate Partnerships

- To support the Head of Membership and Partnerships to deliver high-quality, long-term partnerships with corporate partners that benefit our members.
- To support the marketing and administration of the Housing Jobs Wales

partnership including organisation of focus groups and feedback sessions.

- Update the CRM database including building prospect lists, updating key contact information, queries and information sharing, and financial information.
- Support the coordination of corporate member communications and events including in-person and online events.
- Coordinate marketing activities for new corporate relationships, working





About the role continued



with the communications and MEE teams. Coordinating existing and new partnership marketing activities across CHC including drafting copy, collection and maintenance of logos, photographs, and video content, and case studies.

- Support the coordination of corporate partners' involvement in events, webinars, and training.
- Compile and coordinate information for reporting and impact purposes.

Events

- Support the Event Producer with event activities for CHC conferences with duties that include updating CRM databases, ticket queries, creation of delegate packs, slides, and other associated documents adhering to brand guidelines and tone of voice.
- Support the delivery of events across Wales including duties such as welcome duties, set up and pack down, and content creation for marketing purposes.
- Working with the communications and MEE teams, support the creation of marketing materials for events and conferences including copywriting.
- Support with the collection and collation of feedback data for continuous improvement and impact reporting.

General

- Attend and participate in membership and partnership and organisational meetings and events.
- Work with a range of internal stakeholders to ensure that all content is produced

in line with CHC's communications and other strategies; as well as ethos and values, putting the interests of our members and the people they support at the heart of all content.

- Work flexibly at a range of locations and at times outside traditional office hours to meet the requirements of the post.
- Manage relationships with external marketing suppliers to ensure high-quality services are provided within budget and delivered on time.
- To proofread documents and arrange translations where needed.
- Complete monthly reports for the Head of Membership and Partnerships and participate in regular Achieve meetings.
- Collation and monitoring of EDI and language data to support the EDI strategy of CHC.
- Work at all times in compliance with data protection regulations, internal policies, and Health and Safety Regulations.
- Any other duties which fall within the remit of the post.



What are we looking for?

Listed below are the requirements needed to undertake this job. These will form a key part of the selection process and your ability to meet these criteria should be demonstrated in your submission.

Key: Essential – **E** Desirable – **D**

Criteria	Necessary requirements
Qualifications	<ul style="list-style-type: none">Two GCSEs at Grade C or above or equivalent – ENVQ Business Administration level 1 [or suitable administrative experience] – EMarketing qualifications [or willingness to work towards] – D
Experience and knowledge	<ul style="list-style-type: none">Excellent customer service skills and the ability to respond to the changing needs of our members – EGood written and oral communication skills and the ability to tailor communications to different audiences – EKnowledge of marketing principles – EExperience of working in a team – EIT literate – EAbility to work on several projects at any one time – EAn ability to prioritise work and successfully meet deadlines – EExcellent organisational skills – EBasic video editing skills [recording/ filming; simple editing tasks] – DExperience in using and administering CRM systems – DExperience of working to tight and changing targets and deadlines – DExperience of analysing data, running surveys and engagement tools – DAbility to speak and write in Welsh – D



About the team

About the team

You will report to the head of memberships and partnership and work closely with the member engagement and events team. You will also work closely with the communications team to provide effective integrated communications to our members and corporate partners.



Louise Price-David

Head of Memberships and Partnerships (Line Manager)



Jonathan Conway

Member insight & engagement manager



Terryanne O'Connell

Events producer



Julia Sorribes

Member services officer



Benefits



Pay:

£23,092 rising to £24,307 after a successful six month probation.



Hours:

Role is based on 35 hours a week – flexible working.



Probation and supervision:

Six months probation period.



Gym:

£25 subsidy per month.



Benefits:

Enhanced sick, maternity/adoption and redundancy provisions.



Pension:

Social Housing Pension Scheme defined contributions scheme. Employer contributions of a maximum of five percent.



Learning and development:

Individual budget of £550 per person, PA.



Cash health plan:

Paid for cash health plan [Simply Health].



Work from anywhere:

A 'locate for the day' principle (enabling staff to choose where they would best work [it could be home, a coffee shop, or a local hub] will be followed. However, on-site attendance will be required two to four days per month.



Holidays:

25 days rising by one day for each completed year of service, to a maximum of 30 days and all public holidays [pro rata for PT staff] with four additional days off during Christmas and New Year holidays.



How to apply

You will find the following details in this job pack: job description, person specification and information on terms and conditions.

- 1. Submission form**, which you will need to complete outlining in no more than 800 words how you meet the experience criteria set out in the 'what are we looking for' part of the job specification and why you want this job.
- 2. You MUST also include a tailored CV** in relation to your application for this role [max of three pages].
- 3. Equal opportunities form.** This form will not be used at any stage of the recruitment process, and will be separated from your application form immediately on its receipt. Any information given on this form will remain confidential and will only be used for monitoring purposes to assess the effectiveness of our equal opportunities policy.

If you want to have an informal chat about the vacancy, please contact Louise Price-David, Head of Membership and Partnerships, on 07429 586312 or email louise-price-david@chcymru.org.uk

The completed form, CV and equal opportunities form must be emailed and marked **Private and Confidential – Membership and Partnerships Support Executive** to abi-renshaw@chcymru.org.uk by 9am, 10 November 2023.

All forms will be held for six months in line with best practice to ensure we are able to give feedback to unsuccessful candidates and to support the organisation if a claim was brought against it.

Interviews will be held on 1 December 2023.

We look forward to receiving your completed submission in due course.