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Cymunedol  
Cymru**

**Community  
Housing  
Cymru**

## Job pack

### **Membership, Partnership and External Affairs Officer**

**£28,569** pa (6 month fixed term  
contract)

**Closing date:** 12pm, 09th August 2024

General enquiries

[www.chcymru.org.uk](http://www.chcymru.org.uk)

[enquiries@chcymru.org.uk](mailto:enquiries@chcymru.org.uk)

Registered under the Companies Act: 1985

Registration Number: 2380564

Charity Registration Number: 1128527



## About CHC

**Community Housing Cymru is the voice of housing associations in Wales.**

As a trade body, we represent all the not-for-profit housing associations that provide homes to 10% of the Welsh population.

Our collective vision is to make Wales a country where good housing is a basic right for all.

Learn more about us [here](#).

## About the team

**We have a dynamic policy team covering a range of areas, from development of new homes to support for vulnerable people.**

We work collaboratively and flexibly to meet the various needs of our members.

You will report to the Head of Member Services and Partnerships.

Meet the team [here](#).

## Our values

**As an organisation we are committed to being an outstanding employer.**

Community Housing Cymru is a remote working organisation, giving staff the freedom to perform their jobs when and where they work best on a day to day basis.

We get together as a staff team or in smaller groups at least once every six weeks, usually in Cardiff, to maintain all important connections.

Our culture and values are important to us, and we are proud to have a staff team that is not only dedicated to our mission but passionate about the work needed to progress. Our values reflect [this](#).



## About the role

We are looking for a skilled and dedicated Membership, Partnership and External Affairs Officer to support our member and public-facing teams. This role is key in delivering integrated projects and services through effective communication and impactful events.

### Key contacts

Group staff, housing associations, CHC's Communications Network, CHC Board, agencies, printers and other suppliers,

### Objectives

#### Effective and high quality support

- Lead on cross-team project support and planning to ensure smooth functioning, for example through team meetings, priorities and action trackers, team induction and resources, team information sharing and information management.
- Updating and monitoring the CRM database with data and queries.
- Update the CRM database including building prospect lists, updating key contact information, queries and information sharing, and financial information.

#### Communications and marketing

- Support the creation of communications and marketing for members, conferences and commercial partners. This includes written and video content, updating the website with new content and maintaining accuracy, bulletins, briefings, and email communications.
- Lead on sourcing, compiling, collating and disseminating best practice case studies for our membership, policy and communications work and commercial partners
- Undertake desk based research and analysis, as well as focussed member surveys.
- Coordinate marketing activities for new corporate relationships, events and conferences working with the communications and MEE teams.
- To support the marketing and administration of the Housing Jobs Wales partnership including organisation of focus groups and feedback sessions.

#### Relationships

- Provide a customer-focused, welcoming, and professional service to all key contacts and serve as the first point of contact for all CHC inquiries.
- Handle member requests and inquiries and signposting across CHC appropriately.



- Support the Head of Membership and Partnerships to deliver high-quality, long-term partnerships with corporate partners that benefit our members.
- Build relationships with housing association members and external partners necessary to deliver the work of the team.

### Events

- Assist in the planning and organisation of virtual and in-person meetings events and webinars including diary management, agenda, zoom/venue planning, updating website, surveys, contacting speakers, technical support and taking high quality notes, in collaboration with teams across CHC and external stakeholders.
- Support the coordination of corporate partners' involvement in events, webinars, and training.
- 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

### General

- Attend and participate in membership and partnership and organisational meetings and events.
- 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.
- Proofread documents and arrange translations where needed.
- 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.

You will report to the Head of Member Services and Partnerships. .



## Person specification

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

### Qualifications

- Five GCSEs at Grade C or above or equivalent - E
- NVQ Business Administration level 1 (or suitable administrative experience) - E
- Marketing qualifications (or willingness to work towards) - D

### Experience and knowledge

- Excellent customer service skills and the ability to respond to the changing needs of our members - E
- Administrative or project delivery experience - E
- Experience of undertaking analysis and research. - E
- Experience of posting and promotion on social media - D
- Up to one year's work experience, ideally in a team role - D
- An interest in current affairs and/or communications and marketing - D
- Experience of organising events and meetings - D
- Experience of proactively developing and maintaining effective working relationships - D
- Good organisational and project management skills - E
- Ability to work on several projects at any given time - E
- Strong written communication skills. - E
- Strong analytical skills – ability to identify common themes and trends in data or qualitative material - E
- Ability to speak and write in Welsh - D
- Knowledge of the social housing sector and/or other closely related policy areas - D
- IT literate - E
- Knowledge of marketing principles - E



# Benefits

- **Pay:** £28,569 pa
- **Hours:** Role is based on 35 hours a week – flexible working.
- **Duration and supervision:** Six month fixed term contract. You will report into the Head of Member Services and Partnerships.
- **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 eight percent.
- **Learning and development:** Generous offer for all staff and opportunities to apply for specific training to suit the role.
- **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.
- **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 Member Services and Partnerships, by email [louise-price-david@chcymru.org.uk](mailto:louise-price-david@chcymru.org.uk)

The completed form, CV and equal opportunities form must be emailed and marked **Private and Confidential – Membership, Partnership and External Affairs Officer** to [gemma-beck@chcymru.org.uk](mailto:gemma-beck@chcymru.org.uk) by 12pm, 09th August 2024.

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.

- Shortlisting will happen on 15th August 2024.
- **Interviews will be held during the week commencing 19th August 2024.**

We look forward to receiving your completed submission.



**Community Housing Cymru is committed to equality, and values diversity.**

Please note that CVs will only be reviewed ahead of an interview and will not be considered as part of an initial shortlisting process. However, should a large number of applications be received, CVs may be used to assist in shortlisting candidates to the interview stage. Key personal information such as name, age, educational institutions, etc., will be removed beforehand.

Key personal information contained within personal statements will also be removed before they are considered for initial shortlisting. We would be grateful if candidates could avoid including these in the first instance.

Applications are particularly welcome from disabled people and black and ethnic minority people. We guarantee to interview these applicants who meet the minimum criteria for the role.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact us if you require any assistance or reasonable adjustments to the application process.