



**HOUSING FOR ALL**

## **RECRUITMENT PACK**

### **Membership Manager**

**Location:** Remote working and occasional travel throughout Wales to include staff meetings at the Cardiff office

**Closing date: 10am on 27th January 2025**

**Interview 1 (group): 5 February 2025**

**Interview 2 (individual): 10 February 2025**

# Welcome

Thank you for your interest in the Membership Manager role — an exciting opportunity to join our team.

Tai Pawb is Wales's leading organisation promoting equality and diversity in housing. We imagine a Wales where everyone has the right to a good home. We support our members and the wider housing sector to embed equality, diversity, and inclusion into everything they do while also influencing policy makers.

This is an exciting time to join Tai Pawb as we enter the final year of our current five-year strategy and begin developing a new one, with input from staff and stakeholders

We are looking for someone to lead on member engagement, manage the membership 'life-cycle', deliver our award-winning QED quality mark, develop and coordinate training and events, including our newest eLearning service. You'll work closely with all members of the Tai Pawb team, playing a key role in strengthening and retaining our membership base across Wales. You'll also ensure our services are of high quality and deliver real impact.

One of the great things about working in a small, dynamic organisation like Tai Pawb is the opportunity to develop a wide variety of skills, expand your networks, and see the direct impact of your work. You'll be able to influence our direction, and decisions happen quickly. Plus, we're proud to be trailblazers, currently trialing a 4 Day Week—100% of the work, in 80% of the time, for 100% pay.

Our remit is quite niche, so we don't expect applicants to be experts in both equality and housing from day one. For this role, experience in engagement and service delivery, combined with the right values, is what matters most.

**If you're unsure whether to apply or have any questions, feel free to get in touch with me at [vicki@taipawb.org](mailto:vicki@taipawb.org) or call me on 029 2278 8911.**

I look forward to receiving your application.

**Vicki Foley**

**Head of Partnerships & Membership**

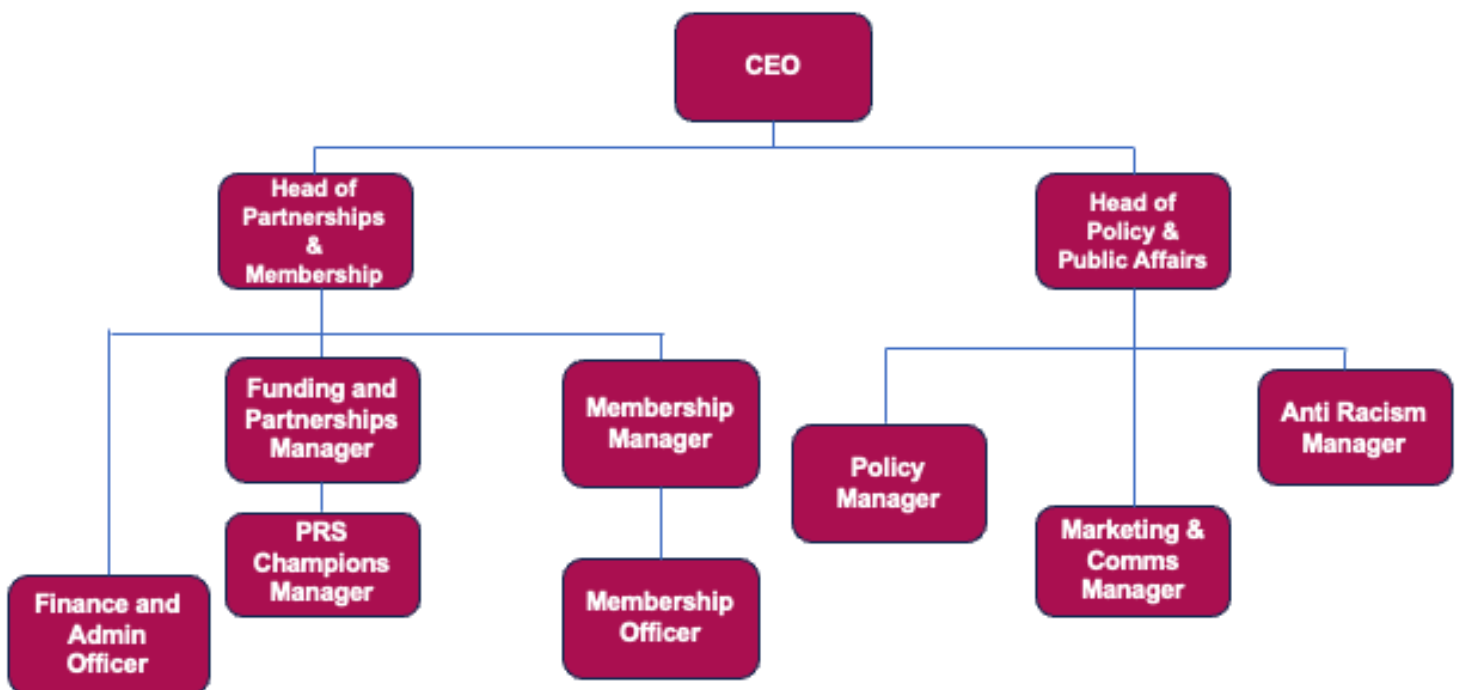
# About Us

## Who We Are

Tai Pawb is the leading national organisation promoting equality and diversity in housing. Our vision is Wales where everyone has the right to a good home. We support and work with our members to help them put ideas into practice, we influence policy makers to make housing policy fair and we are the thought leaders on equality, diversity and human rights issues for the housing sector and beyond.



## Our Team



# Why work at Tai Pawb?

## Benefits



### **SALARY**

We offer a competitive salary. This is benchmarked regularly against industry standards.



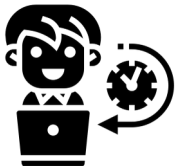
### **PENSION**

A defined contribution pension scheme. Tai Pawb will contribute 5% to your pension.



### **4 DAY WORKING WEEK**

Between April 2024 and March 2025 Tai Pawb is trialling a 4 day working week. The 4DW is based on a principle of delivering 100% of the work, in 80% of the time, for 100% of salary (it doesn't mean compressed hours or pro rata pay) [read more here](#)



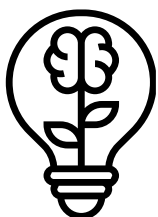
### **FLEXIBLE WORKING**

The successful candidate's main base of work will be at home. We have an office base in Cardiff that can be used throughout the week according to staff members' needs. There's an expectation that you will meet at regular intervals with your line manager to discuss project work.



### **LEAVE**

Staff are entitled to 23 days of annual leave and 8 Bank Holidays. We also offer good maternity, paternity, adoption and shared parental pay.



### **SHAPE THE ORGANISATION AND OUR WORK**

Joining Tai Pawb gives you the chance to help shape our work as well as our responses to opportunities and challenges in the housing and equalities sector. We are a genuinely collegiate and collaborative organisation that values staff input and experience.

# Job Description

**Post:** Membership Manager

**Responsible to:** Head of Partnerships & Membership

**Responsible for:** Membership Officer

**Salary:** £37,132/annum

**Hours:** 35 hours per week (actual 28 hours per week as we currently operate a four-day week on a trial basis, where you will receive 100% of the salary, 80% of the hours and 100% of the outcomes. We do not work on Fridays.

**Contract:** Permanent

**Location:** Remote working and occasional travel throughout Wales to include staff meetings at the Cardiff office. Reasonable adjustments for the successful person if required.

**Travel:** Occasional travel across Wales to partnership and membership meetings and events.

**Key relationships:** Housing associations (RSLs), local authorities, third sector housing support organisations, internal colleagues, training associates

## Purpose of the post

The post holder will take the lead in managing positive relationships throughout the membership life-cycle, maintaining and enhancing existing connections while identifying and engaging potential new members. A key focus of the role is leading the development and delivery of our services, including our award-winning QED quality mark, ensuring its success and impact. This also includes overseeing our training and consultancy delivered by associates, eLearning, member events, and creating new, innovative services for members.

# Job Description

## Key Duties

- Manage, protect and maintain the positive relationships between Tai Pawb and its members and other users of Tai Pawb services.
- Lead on the expansion and diversification of Tai Pawb's membership services and products offer for current and new sectors, working closely with the Funding and Partnerships Manager
- Lead efforts to grow the membership base.
- Act as a lead assessor in the delivery of the QED quality mark, including all associated programme management responsibilities.
- Manage and oversee the membership lifecycle: renewals, communications, payments and administration
- Monitor targets, income and expenditure levels related to Tai Pawb member services.
- Manage Tai Pawb's membership offer to ensure it meets member needs while generating income to support the organisation's work.
- Stay informed on innovation and developments in equality, diversity, and inclusion, ensuring these are reflected in the services Tai Pawb offers.
- Manage and support the Membership Officer in coordinating and administering the delivery of training and consultancy bookings between associates and members/stakeholders, ensuring Tai Pawb delivers impactful, innovative, and high-quality services.
- Support governance by contributing information for board meetings.
- Manage the CRM system, ensuring up-to-date records of stakeholder contacts and their engagement with Tai Pawb.
- Work strategically with the rest of the Tai Pawb team to develop insight and an evidence base to underpin Tai Pawb's activities.
- Deputise for the Head of Partnerships & Membership when required
- Undertake any other tasks as necessary, as part of a small team with a national remit.

# Person Specification

## Essential

### Knowledge

- Awareness of EDI policy and practice and how it can be integrated into service delivery.
- Familiarity with membership-based organisations, member engagement, and retention best practices.
- Knowledge of budget management and financial oversight in service delivery.

### Experience

- Proven experience in developing and delivering services to diverse customer bases.
- Demonstrated success in relationship management and maintaining positive stakeholder connections.
- Leadership experience, including supporting teams and overseeing operational functions.
- Experience in growing memberships and expanding services to drive income.
- Facilitation, public speaking, and delivering impactful presentations.
- Proven ability to monitor and manage budgets and track membership service performance.
- Familiarity with CRM systems and data management to drive decision-making and track engagement.

### Skills & competencies

- Excellent communication skills (written and verbal).
- Strong organisational skills and ability to manage multiple projects effectively.
- Problem-solving mindset with a focus on innovation and service improvement.
- Ability to work strategically towards organisational goals.
- Comfortable in a fast-paced environment, adaptable to change.
- Proficiency in IT tools (Excel, Word, PowerPoint, or equivalent).

## Desirable

- Lived experience of inequality
- Understanding of the role of a national membership organisation
- Understanding of the third sector
- Understanding of the housing sector
- Ability to communicate in Welsh

# Next Steps



To apply for this position, please send your application form and equality monitoring form to **[Andrea@taipawb.org](mailto:Andrea@taipawb.org)** by 10am on 27th January 2025.

## **Positive Action:**

Tai Pawb is an equal opportunities organisation. We particularly welcome applications from candidates from diverse backgrounds.

All Black, Asian, Ethnically Diverse and disabled candidates that meet the essential criteria will be guaranteed an interview at stage 1.

