



JOB DESCRIPTION

Job title: Membership Manager

Accountable to: Executive Director

Location: Sheffield

AGCAS Mission and Vision:

Mission

AGCAS is the [UK and Ireland] expert membership organisation for higher education student career development and graduate employment professionals. Through our members, we support the best possible career outcomes from higher education for individuals, institutions, society and the economy.

Vision

Through the reach and expertise of our members, AGCAS is to be recognised as the [UK and Ireland] expert organisation for policy consultations and opinion on higher education student career development and graduate employment.

Job Summary:

Key deliverable: To deliver AGCAS' vision to create a sense of common purpose, and ensure all AGCAS members feel that their community/profession/mission group/region is represented and for AGCAS to be recognised as a high quality professional body which is inclusive and representative.

Working with the Community Director and the Quality Director (Board members who are volunteers from the AGCAS membership) to develop the strategic plan for the Community and Quality area of the AGCAS strategy and ensuring delivery of the strategic objectives for these areas.

Working with, and supported by the Executive Director and volunteer Board members, the role is responsible for strategic alignment, operational development and implementation of the community and quality strategies.

Support the development and implementation of a fit for purpose quality framework

To represent AGCAS internally and externally, particularly with AGCAS members and member groups.

Manage the operational activities and communications with the AGCAS Task Groups, regional groups and other member groups.

To contribute to the wider management and strategic development of AGCAS as part of the senior management team.

To be a member of the Community Committee and Quality Committee

Main responsibilities and duties:

- Support the development and subsequent maintenance of the AGCAS professional standard(s),
- Support the AGCAS task groups, regional groups and wider membership in delivery of the AGCAS strategy.
- Recruit new and retain existing services and individual members.
- Maintain engagement and support from members
- Promote engagement with member groups and develop member benefits
- To manage AGCAS Membership Officer including recruitment, selection, training and development, activity, performance and appraisal.

- To manage relationships with key partners and stakeholders to the benefit of AGCAS, its services and individual members.

- Representing AGCAS internally and externally, as required

- Supporting the Community Director and Quality Director with management of the volunteer committees and groups that support the Community and Quality strategic area.

Flexibility:

Due to AGCAS' size, there is a need for all team members to undertake a variety of work and help others during periods of higher workload. The post holder may therefore be required to perform work not specifically referred to above. As the new AGCAS Strategy is implemented, it will be necessary to work in a matrix structure so that staff are working collaboratively on the organisation's aims.

Occasional UK travel and overnight stays will be involved in the role.

PERSON SPECIFICATION

Title: Membership Manager

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Criteria:

Skills, knowledge and experience

A first degree or equivalent	E
Experience of staff management	E
Experience of working with volunteers within a membership organisation	E
Knowledge of issues facing staff in UK higher education, and especially those who support student and graduate employability and employment outcomes.	E
Knowledge of current trends in the field of graduate employability and the UK graduate labour market.	D
Demonstrable commitment to understanding the work of Higher Education careers and employability services and their operating environment	E
A good working knowledge of major ICT packages and CMS platforms	D
Leadership and the ability to work with initiative and with minimal direction	E
Excellent verbal and written communication and presentation skills together with strong editing and proof reading skills	D
Ability to persuade, influence and respond to stakeholders	E
Ability to work collaboratively and contribute actively to develop partnerships	E
Ability to establish, develop and sustain working relationships thoughtfully and sensitively	E
Diplomatic and sensitive judgement with the ability to balance and resolve internal contradictions/tensions	E
Ability to manage the demands of a varied client group sensitively.	E
A proactive, collegiate, flexible, hands-on approach.	E
Excellent organisational and project management skills	E