



The Irish Association
of Non-Governmental
Development Organisations

Position:	Head of Membership Engagement
Duration:	Permanent
Reports to:	CEO
Location:	Dublin office with Hybrid working
Date posted:	1 st September 2022
Start Date:	November 2022

Application process

Please send CV and cover letter outlining suitability for the role by email to Anna Farrell,
anna@dochas.ie.

Closing date: 28th September 2022

Interview process: 3rd - 17th October 2022

1. Background

Dóchas connects, strengthens and represents a network of international development and humanitarian organisations who have a shared vision of a just, sustainable and equal world. Dóchas unites 58 organisations, ranging from small specialist charities to large international NGOs with a worldwide presence. Our members are committed to human rights, justice and the eradication of poverty, and demonstrate this through their work in international development, healthcare, protection, humanitarian assistance, sustainability, education and inclusion. Dóchas members value collaboration and believe that through working together, we can achieve our collective goals. There is a willingness among members to collaborate more systematically, share capabilities and engage in a network where we can learn and act together.

We have recently launched our [new strategic plan](#), where our over-arching objective for 2022-2026 is to develop a strong and dynamic network that enhances opportunities for connection, coordination and collaboration. This involves evolving how we engage, support and communicate with members, and how we coordinate our efforts with critical friends, partners, civil society groups and other networks.

2. Purpose of the Role

The Head of Membership Engagement will lead on:

- Improving cross-sector networking, to enhance and amplify the impact of international development and humanitarian work in Ireland, while at the same time developing a range of services to support members in the delivery of their work.
- Ensuring membership of Dóchas provides new and enhanced value for our members.
- Developing and implementing greater opportunities for connection, coordination and collaboration amongst Dóchas members and key stakeholders.

The Head of Membership engagement is supported by a Programme Support Officer.

3. Key Responsibilities

Network development:

- Develop and implement a supportive and purposeful impact network structure for enhanced collaboration on areas of mutual importance for members.
- Lead on the improvement and development of the membership structures and systems.
- Stimulate and facilitate knowledge sharing, exchange and dialogue amongst members through creating spaces (physical & virtual) for members to collaborate - including events, trainings, learning and working groups.

Member Engagement & Communications:

- Lead the development, implementation and evaluation of Dóchas' member communications
- Develop and deliver an events programme, including annual conference, that fosters engagement with members across a range of areas.
- Promote Dóchas' services and events in order to maximise engagement across the network, with the spirit of collective action and co-creation.
- Coordinate with the Head of Communications & Public Engagement and the Head of Programme & Policy on member engagement and integration opportunities.
- Participate in member-led initiatives and events.

Member resources and support

- Identify new opportunities to create new membership options and/or add value to the membership offering, including project funding and income streams.
- Create and/or strengthen links with other Irish, EU and international networks and forums for enhanced cooperation on areas of mutual interest.

Member insights & reporting:

- Develop Dóchas' CRM (Salesforce) and support all staff to use it effectively.
- Develop high quality data (through surveys; network mapping & reporting) to support strategic decision-making across the organisation, including strategies to maximise member engagement.
- Identify and implement appropriate communication tools and channels to support and enhance member engagement.

Requirements of all Dóchas staff:

- Maintain the highest degree of ethical conduct by fulfilling all aspects of our Code of Conduct.
- Commit to the purpose of Dóchas and to work within the values, policies and procedures of the organisation. Dóchas' values are: Collaboration, Learning, New ideas, Courageous leadership and agility.
- Be flexible in relation to hours of attendance to meet the needs of the work. Work during unsocial hours may be required.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.

As a member of a small team, you will play a full part in the administration, planning and evaluation of Dóchas' work as a whole. This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the on-going needs of the organisation.

4. Requirements:

Relevant Background & Experience

- 5 years non-profit management experience in a membership; stakeholder or donor engagement role.
- In depth knowledge of the Humanitarian and Development sector in Ireland.
- Proven leadership experience, with experience of working with and influencing diverse stakeholders.
- Experience in facilitation and organising events. Marketing and/or communications experience an asset.

Knowledge, skills and qualities

- Strong inter-personal skills, with the ability to develop productive working relationships across teams and other organisations.
- Networking: a people person who is enthusiastic, curious and can build personal rapport with a wide range of stakeholders.
- A self-starter who can work independently and lead on initiatives.
- Excellent planning and organisational skills with a proven ability to carry out different tasks simultaneously and prioritise time and resources accordingly.
- Creative, innovative and analytical skills with an ability to think laterally in order to quickly identify new opportunities.

- Excellent and engaging written and oral communication skills.

5. Terms & Conditions

Salary Bandwidth:	€55k-€62k depending on experience.
Nature of contract:	This role is a full time, 40 hours per week. A 32-hour week (pro-rata) will be considered. Normal office hours are 09:00 – 17:00 including one paid hour for lunch.
Holidays:	25 days annual leave plus Good Friday, and half day Christmas Eve (pro-rata)
Pension:	Contributory pension (Employer contribution between 7-10%)

Please Note: *This document is not intended to be an exhaustive job description - it serves only as an overview of the role.*