Job description

Post title: Membership Manager

Responsible to: Head of Membership

Main purpose of the job

- To assist in supporting the work and development of existing Alzheimer's Disease International's (ADI's) member Alzheimer and dementia organisations worldwide.
- To assist in proactively identifying and recruiting new member associations.
- To assist with the ADI Membership Development Programme (including the Alzheimer University).

Key tasks

1. To be a point of contact for members and potential members around the world, respond to their enquiries and help manage the membership database and various mailing lists, ensuring accurate and up-to-date record-keeping.
2. Working closely with the ADI regional offices in Asia Pacific and the Americas, and other regional groups or ADI volunteers as appropriate, to support the development of members and potential members in all regions and build and maintain close relationships with them.
3. To provide support to the ADI Membership Committee, its Chair and Members, including drafting minutes, researching papers, proposing solutions to issues, being familiar with ADI's governance policies.
4. To help process membership applications, terminations and dues.
5. To assist with the ADI Membership Development Programme.
6. To assist with the ADI Twinning programme to ensure an agreed number of relationships are successfully implemented.
7. To collaborate with the Events team to develop and run various events, such as the Alzheimer Universities (including follow-up sessions), the regional conferences & member meetings, the member webinars, the member workshops during the Global Conferences and the ADI Council Meeting.
8. To collaborate with the Communications team to create membership-related content for e-newsletters, website, and social media platforms.
9. To support the preparation of reports and presentations related to membership updates, activities and achievements.
10. To help manage member resources on the ADI Intranet, website and YouTube channel.
11. To perform any other reasonable task commensurate with this post as required.

**Person Specification**

The successful candidate will need to demonstrate they meet the following criteria:

**Experience**

- Experience of membership management work in a professional body or membership organisation (essential)
- Experience of working within a culturally diverse/international environment (essential)
- Experience of events organisation (essential)
- Experience of working in the voluntary sector (desirable)
- Experience of teaching / delivering training (desirable)

**Knowledge, Skills and Abilities**

- A second major world language (essential)
- Excellent organisational and administrative ability (essential)
- Effective written and oral communication skills in English and another language (essential)
- Ability to build relationships with a diverse range of international contacts (essential)
- Understanding of communication challenges within a culturally and geographically diverse organisation (essential)
- Ability to communicate effectively with a wide range of audiences (essential)
- Ability to manage time effectively, prioritise and work to deadlines (essential)
- Ability to work proactively and independently (essential)
- Ability to take own initiative and be calm under pressure (essential)
- Good numeracy skills and attention to detail (essential)
- Ability to manage multiple tasks and adapt quickly (essential)
- Ability to work independently and as part of a team (essential)
- Ability to research and evaluate information online (essential)
- Good working knowledge of Microsoft Windows, Word, Excel, PowerPoint and Outlook (essential)
- Empathy with ADI’s aims and values (essential)
- Understanding of health / social / organisational development issues (desirable)
- Experience of developing/updating websites (desirable)
- Experience of using Zoom for webinars (desirable)
- Experience of using a CRM tool (desirable)
- Degree-level education (desirable)