



Member Services Officer

Application Pack

March 2017

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www.scotland-malawipartnership.org

Address: Room 3/7, City Chambers, City of Edinburgh Council, High Street, Edinburgh, EH1 1YJ

Tel: 0131 529 3164 Fax: 0131 529 3168 E mail: info@scotland-malawipartnership.org

A company limited by guarantee (SC294378) and a registered Scottish charity (SC037048)

BACKGROUND:

The Scotland Malawi Partnership (SMP) is an independent umbrella organisation which exists to inspire the people and organisations of Scotland to be involved with Malawi in an informed, coordinated and effective way for the benefit of both nations. We do this by providing a forum where ideas, activities and information can be shared on our website, through our online mapping tool and through regular workshops, training events and stakeholder meetings. By creating a single space for all the organisations and individuals in Scotland currently engaged with Malawi to come together, we help reduce duplication of effort, add value to Scotland's historic civil society relationship with Malawi, and contribute towards poverty alleviation in Malawi.

We have over 1,200 members, all of whom have their own Malawi work/connections; you can search our member database and online mapping tool at: <https://www.scotland-malawipartnership.org/members/>. Our membership includes all Scottish universities, 230 Scottish schools, half Scotland's local authorities, and hundreds of churches, charities, businesses and all manner of community groups.

A 2014 University of Edinburgh study estimated that the SMP membership contributed over £40 million in time, resources and money to their links with Malawi. This activity benefits well over 4 million Malawians and 300,000 Scots annually. In total, more than 198,000 Malawians and 94,000 Scots are actively involved in links between the two countries, making the SMP one of the UK's largest cross-community networks engaged in international development.

Separate research, working from a randomly selected sample of over 500 Scots, found that 46% of Scots could name a friend or family member with a connection to Malawi, and more than 75% of Scots were supportive of these links. There is no comparable north-south people-to-people bilateral relationship.

The Partnership continues to be buoyed by the growth in both quantity and quality of civil society connections between Scotland and Malawi. The difference these links make in terms of combating poverty in Malawi and inspiring greater awareness in Scotland has been recognised from the outset as something immensely worthwhile. Indeed, the hundreds of Scotland-Malawi connections represent an innovative new approach to international development. This is an approach based not on 'donors' and 'recipients' but on long-standing, mutually-beneficial community-to-community, family-to-family and people-to-people links, each on its own quite modest but, taken together, a formidable force for progressive change.

We are a grand coalition of civil society actors who believe in sustainable development through *dignified* partnership. We do not underestimate our ability to shape our future around the values and principles we, and our friends in Malawi, hold dear.

The Scotland Malawi Partnership is currently looking to recruit a Member Services Officer to join our dynamic, enterprising and enthusiastic team.

**David Hope-Jones,
Chief Executive Officer**

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HISTORY:

The friendship between Scots and Malawians began in 1859, with the warm welcome extended to David Livingstone and his companions when he entered what is now Malawi for the first time. Over the next 150 years countless individuals, families and institutions have struck up friendships, which have often found expression in the creation of development projects.

When necessary, the Scotland-Malawi relationship has taken a directly political form. In the late 1880s a massive, popular campaign in Scotland persuaded the British Government to rethink its initial unwillingness to become involved in the area, leading to Britain, rather than Portugal, becoming the colonizing power.

In the 1950s, when the racist Federation of Rhodesia and Nyasaland was imposed on Malawi, Scots stood shoulder to shoulder with Malawians in resisting it, until finally the Federation was dismantled and Malawi became an independent country in 1964.

More recently, in the 1990s, Scots offered significant solidarity as Malawi threw off the shackles of its one-party system and became a multi-party democracy.

The challenge posed by the United Nations Millennium Development Goals was taken up in Scotland in the late 1990s by David Livingstone's *alma mater* Strathclyde University when, in partnership with Bell College (local to Livingstone's birthplace at Blantyre), they launched their Malawi Millennium Project.

This Millennium Project was the catalyst for a new round of networking among individuals and organisations in Scotland with strong ties to Malawi. Many sensed that significant value could be added by coming together under a single umbrella. The Scotland Malawi Partnership was officially launched in April 2004 with the support of the Lord Provosts of Edinburgh and Glasgow.

The following year, 2005, the G8 met at Gleneagles, with the Make Poverty History campaign drawing public attention to the issue of international development. At the same time the Scottish Government published Scotland's first international development strategy, with a particular focus on the relationship between Scotland and Malawi.

On the 3rd November 2005 the historic Co-operation Agreement between the governments of Scotland and Malawi was signed, and immediately afterwards the Scotland Malawi Partnership hosted a "Malawi After Gleneagles" conference at the Scottish Parliament. Our patrons, HRH the Princess Royal and His Excellency President Bingu wa Mutharika, and the First Minister, Rt Hon Jack McConnell MSP, looked forward to a new chapter in our strengthened friendship.

During 2005 the Partnership registered as a Scottish Charity (SC037048) and as a Company Limited by Guarantee (SC294378). Three-year funding (2005-08) was awarded by the Scottish Executive in 2005 which allowed the Partnership to employ a full-time Coordinator and to rent office space within the Edinburgh City Chambers. The three-year grant was renewed for the 2008-11 period on the basis of specific provision for networking organisations made by the Scottish government within its International Development Programme. While always respecting the distinct identity of the two bodies, the Partnership has enjoyed a collaborative and productive relationship with the Scottish Government's international development team.

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Enthusiastic members, a dynamic Board of Directors and the effective leadership of successive Principal Officers/Chief Executives Leo Williams (2006-08) and David Hope-Jones (2008-) have enabled the Partnership to build up an extensive programme of activity: growing its membership; producing regular bulletins of information; creating a comprehensive website; organising sector-specific forums, stakeholder meetings and training events; responding to enquiries from members of the public and the media; running the Cross-Party Group on Malawi in the Scottish Parliament; organising a programme of academic exchange, relating to Malawian counterparts and hosting their visits to Scotland; and arranging high-profile events when required, both in Scotland and in Malawi.

The Partnership draws its strength from strong community roots, personal involvement and a deep history of mutual respect and common cause. This has fostered a new approach to international development, one rooted in people-to-people networks. Vital government support acts as seed funding, which is then multiplied many times over as individuals and organisations offer their expertise and resources to the common effort. The contribution of a primary school or church group is as important as that of any leading development charity, only the scale differs.

With growing confidence, the Partnership commends this model as one which represents effective aid as it mobilises the community at large to contribute to the realisation of the Sustainable Development Goals and Malawi's own Growth and Development Strategy.

2012 was a key year for the SMP as, after years of endeavor and aspiration, we were able to assist our sister organisation in Malawi, the Malawi Scotland Partnership, establish its own independent Secretariat. The significance of this should not be understated. There are all too few comparable bilateral initiatives where our partners and friends in the global south are able to lead the agenda and drive the partnership forwards. Ours is a partnership built on mutual respect and mutual understanding. Friendship, joint-working and Malawi-leadership are key in all we do.

In March 2013 the SMP hosted one of its most exciting events to date - the visit to Scotland of President Joyce Banda, southern Africa's first ever female head of state, to mark the bicentenary of the birth of David Livingstone. We ensured that while in Scotland the President met with dozens of SMP members: individual members young and old, and organisations big and small. She spoke passionately about the work of the Partnership and the value of people-to-people links.

The Partnership successfully completed its ambitious [2014-17 Strategic Plan](#) in which it developed significant new and exciting areas of work including in: business, trade investment and tourism; youth and schools; diaspora engagement; Commonwealth Games outreach; demonstrating impact; and lobbying and advocacy.

The Scottish Government has awarded a fifth three-year core grant to the SMP, giving sound financial assurance for 2017-20. The SMP's 2017-20 Strategic Plan has an ambitious [Theory of Change](#), with internal and external outcomes across seven strands of activity: communicating our message; understanding our impact; strengthening our partnership; supporting sustainable economic development; inspiring the next generation; practical support and sharing; and integrating and influencing.

Applicants can learn more about the work of the SMP through our [website](#) and our published [Annual Reports](#).

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VISION, MISSION AND VALUES:

Vision:

The SMP exists to inspire the people and organisations of Scotland to be involved with Malawi in an informed, coordinated and effective way for the benefit of both nations.

The Scotland Malawi Partnership promotes a people-to-people model of development, rooted in the shared history between our two countries. It focuses on active relationships between people to foster a shared understanding of the development challenges facing Malawi and to support the development of practical, sustainable solutions. It is through this deeper understanding and shared human experience that the people of Scotland and Malawi will be able to effect real and lasting change, both through their own activity and by influencing the policies and actions of governments and institutions.

Mission:

We aim to foster links, consistent with our values, between the two nations, and encourage development of sustainable projects in Malawi by:

- informing and inspiring civil society in Scotland about the work of the Partnership, the unique shared history between Scotland and Malawi, and the development challenges facing Malawi, in order to increase public support for extending and enriching the relationship between the two nations
- seeking to employ an alternative model of international development, based on mutually beneficial civil society partnerships and links, and advocating its wider employment elsewhere
- acting as a forum for encouraging best practice amongst member organisations through the provision of training and the sharing of ideas, processes and information
- encouraging a reduction in the duplication of effort in Malawi by facilitating networking, promoting shared learning and raising awareness of existing initiatives
- developing support mechanisms which can lead to an exchange of people and/or advance cultural, political or economic understanding between Scotland and Malawi
- informing our members of activities, opportunities or items of significance arising in either Scotland or Malawi
- demonstrating the relevance of Scotland's civil society contribution to the attainment of the Government of Malawi's Growth and Development Strategy and the Sustainable Development Goals.

Values:

Our Values describe our approach, and our Vision and Mission can only be achieved if staff, directors, member organisations and associate members hold these values:

- Mutual respect – we recognise that the historic bilateral civil society relationship between Scotland and Malawi is built on trust and mutual respect and we celebrate its inherent reciprocity
- Cooperation - We foster a spirit of cooperation, building partnerships and alliances in pursuit of our objectives, avoiding duplication and forging creative ways to work together
- Internationalism - We stand in the tradition of Scottish internationalism, resisting isolationism and xenophobia, believing that Scotland's strength lies in building strong relationships with nations elsewhere in the world
- Service - Paramount in all our work is provision of the highest possible quality of service to our members. We strive to meet their expressed needs by offering relevant information, advice, training and resources
- Continuous improvement – we continuously strive to improve the quality of our service, as perceived by our members, to encourage viable, ethical development activity between our members and their Malawian counterparts
- Sector understanding – we understand the sector(s) in which our members are operating, both in Scotland and Malawi, and respond positively to situations which can advance developmental aspects of the Partnership
- Development – staff, directors and members are committed to encouraging links between Scotland and Malawi, to reduce poverty, promote justice and relieve suffering in Malawi. To achieve that, we all have a role to play in managing our own development and in being supportive of others

JOB DESCRIPTION:

Member Services Officer

Responsible to: Member Services Manager

Responsible for: *No staff line management*

This is a fixed-term position, running to March 2020. However, as with all SMP staff positions, it is conditional on continued Scottish Government SMP core funding. We will have indicative core funding for 2017-20 but this is finalised in annual contracts.

Overall purpose of role:

To provide all our members with excellent, effective support and positive membership experience; lead on the implementation of key SMP events, forums and dedicated member-related projects; and provide general office support.

Role Description:

Acting as the first point of contact and a key connector for our members, this role offers the opportunity to engage and interact directly with individuals and organisations from all parts of civil society in Scotland. The role is diverse and varied with a mix of desk-based activity and events outreach. It requires a positive approach, initiative and resourcefulness.

This role also has specific project management responsibilities relating to, *inter alia*: refreshing membership systems, coordinating student society member engagement and implementing member impact awards. The post-holder will be supported to ring-fence dedicated time to the advancement of these projects.

Elements of this role will involve working closely with the Member Services Manager, for example around member forums and improving membership systems.

The role will include time to research and develop member support and advice, including in areas relating to sustainability, transparency and food security resilience.

The SMP prides itself on being an agile organisation able to respond innovatively and effectively to opportunities as they arise, and we are always alert and responsive to the changing needs and priorities of our members. Accordingly, all SMP staff posts involve a degree of flexibility and adaptability, working closely with different colleagues at different times, as specific projects and activities require. Equally, there is naturally some ebb and flow of activities between different team members, offering mutual support within the team though the year.

This role in particular will involve elements of mutual support with colleagues at different times, on different projects. Adaptability and team working is required.

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Core areas of responsibility:

Membership support

- Responding promptly to enquiries as first point of contact for members and the general public via email, telephone and post
- Ensuring members benefit from a positive membership experience and overseeing key transition points between membership categories
- Looking for opportunities to connect members together and promoting membership to potential new members
- Contributing to generating ideas for improving support to our members

Membership systems

- Ensuring accurate entry of new member applications and existing membership renewals
- Encouraging and supporting members to update their profile data
- Supporting the Member Services Manager with the delivery of the refresh of the SMP's membership database and systems

Membership events, outreach and campaigns

- Leading on the delivery and administration of SMP events, activities and outreach, with guidance from the Member Services Manager
- Overseeing events resources, ensuring there is appropriate stock and materials are well-organised
- Supporting the Member Services Manager to plan, prepare and deliver SMP member forums
- Assisting in the forum-led actions and activities between meetings
- Leading the SMP's member engagement and outreach with student societies
- Contributing to member newsletters and bulletins
- Actively promoting and supporting SMP campaigns to members and the general public

Member development and impact

- Encouraging and supporting members to use SMP systems to consider their impact, and to share information and learning
- Where required, facilitating member working groups enabling and encouraging this
- Facilitating the annual Member Impact Awards
- Supporting data disaggregation projects, including by theme, constituency, local media, etc

Research

- Researching guidance around key member development themes including transparency, sustainability and food security
- Supporting the Chief Executive with research, stakeholder mapping and drafting briefs

Internal support

- Working with colleagues to support other SMP initiatives
- Supporting the diversification of income streams
- Helping keep the SMP office tidy, organised and welcoming
- Other internal capacity support as required

Location:

The Partnership office is located at City of Edinburgh Council, Room 3/7, City Chambers, High Street, Edinburgh, EH1 1YJ.

Salary:

The 2017/18 gross salary is £25,299, for a 37.5 hour week.

Application Procedure:

- Application forms are available from:
www.scotland-malawipartnership.org/get-involved/vacancies-and-opportunities/
- Please complete the application form and email with a CV to david@scotland-malawipartnership.org

The deadline for applications is 09.00, Monday 14th August 2017. If shortlisted, you will be invited to attend an interview on Tuesday 22nd August 2017 in central Edinburgh.

For further information please speak with David Hope-Jones david@scotland-malawipartnership.org

PERSON SPECIFICATION:

It is essential that the Member Services Officer is able to:

Work effectively with others:

- acting as part of a team;
- engaging a diverse spectrum of colleagues, partners and stakeholders;
- communicating and engaging effectively;
- displaying interpersonal awareness;
- showing respect for others.

Be committed to the work of the Partnership:

- taking responsibility for one's actions;
- being reliable and trustworthy;
- displaying effective self-management where necessary;
- having an outcome-focused approach, seeing projects through to completion;
- being punctual and meeting deadlines.

Work to the highest reasonable standards:

- taking pride in the Partnership's work;
- displaying professionalism while remaining personable;
- ensuring the reputation of the Partnership is maintained.

Embody the vision, mission and values of the Partnership:

- showing personal honesty and integrity;
- displaying mutual respect and understanding;
- Extolling the spirit of cooperation, building partnerships and alliances;
- Promoting internationalism.

Abilities / skills required	Essential	Desirable
Excellent written and oral communication skills	X	
Strong organisational skills and ability to manage oneself and others in a small team	X	
Proven experience managing projects and developing key relationships	X	
Skilled in the use of MS Office applications, particularly Word, Excel and PowerPoint	X	
Experience of using IT and web-based technology	X	
Ability to demonstrate initiative; be proactive and offer a solution-oriented approach	X	
Determined and personally committed to the highest standards of quality	X	
Excellent inter-personal and diplomatic skills. Professional <i>and</i> personable.	X	
Knowledge of, and a commitment to, Scotland's relationship with Malawi		X
Experience of event management		X
Proven professional experience in the Scottish third sector		X
Experience building coalitions and coordinating the work of a diverse range of stakeholders		X
Experience of working in partnership with other organisations		X
Knowledge and experience of higher education in Scotland		X
Knowledge of, and experience of working with, Scottish Local authorities		X

INDICATIVE TERMS AND CONDITIONS OF EMPLOYMENT:

1. **General Conditions of Employment**

The post holder will report to, and be line managed by, the Member Services Manager. The Partnership is a company limited by guarantee under the Companies Act 1985 (SC294378) and is a registered Scottish charity (SC037048). Its remit and conditions of operation are set out in its Memorandum and Articles of Association. The post holder will be legally required to work within these conditions.

2. **Service / Working Time**

This is a full time appointment, at 37.5 hours a week. Core working hours are usually between 09.00 and 17.30 Monday to Friday; however, there is the potential for some degree of flexibility, by agreement, as to precise hours worked.

Some out of hours working will be required; for example, occasional evening or weekend events and meetings. Where out of hours or additional working is required equivalent Time Off in Lieu (TOIL) will be granted by agreement with the Line Manager.

Members of staff may not accept outside paid employment, including personal consultancies, without the permission of the Board.

3. **Duration:**

This is a fixed-term position, running to March 2020. However, as with all SMP staff positions, it is conditional on continued Scottish Government core funding. We will have indicative core funding for 2017-20 but this is finalized on an annual basis.

4. **Holiday Entitlement and Sick Leave**

Annual leave entitlement is 24 days per year (*pro rata*), to be taken by arrangement with the Line Manager. In addition to annual leave the post holder will be entitled to all official City of Edinburgh Council public holidays.

Statutory Sick Pay will apply.

5. **Pension Scheme**

The post holder will be enrolled into the SMP defined contribution pension scheme held with the Pensions Trust within 3 months of commencing the job. The scheme is based on a 5% contribution of pensionable salary by the employee, with a matching contribution by the employer. The post holder can choose to opt out of the scheme if desired.

6. **Probationary Period / Review Procedure**

The appointment is subject to a probationary period of one month, after which an appraisal will be carried out. The post-holder will take part in bi-monthly supervisions with the Line Manager.

7. **Notice and Termination**

The employment of a member of staff is terminable by one month's notice, in writing, on either side, for employees with a length of service of four years continuous employment. Beyond four years of employment one week's notice is required for each year of employment. The Partnership is not obliged to continue a fixed-term appointment beyond the employment period.

Final Terms and Conditions to be agreed at the point of job offer.