

# Member Administration Officer Application Pack

July 2019

Background

History

Vision, Mission and Values

Job Description

Person Specification

Outline Terms and Conditions of Employment



## 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: [www.scotland-malawipartnership.org/members/](http://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.

We are active in coordinating, representing and supporting two-way dignified partnerships across a diverse range of areas including: [cultural links](#); [diaspora leadership](#); [environment and renewable energy](#); [faith links](#); [further and higher education](#); [gender](#); [governance](#); [health links](#); [local authorities](#); [primary and secondary education](#); [sport](#); [sustainable economic development](#); [tourism](#); [trade and agriculture](#); [water](#); and [youth](#).

A [2018 University of Edinburgh](#) study estimated that the SMP membership contributes over £49 million in time, resources and money to their links with Malawi each year. This activity directly benefits 2.9 million Malawians and 260,000 Scots annually. In total, more than 208,000 Malawians and 109,000 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.

A separate [2018 paper](#), by a University of Glasgow researcher, working from a randomly selected sample of 449 Scots, found that roughly 45% 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, with less than 1.5% opposed. There is arguably no comparable north-south, people-to-people bilateral relationship with this degree of public engagement and support.

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 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.

Our work is delivered by a small but highly effective [staff team](#), and governed by a large, experienced and committed [Board of Directors](#), elected from and by our Membership. The Scotland Malawi Partnership is currently looking to recruit a Board Chair, to take over from Prof Rev Kenneth Ross OBE, who will be moving to Malawi later in the year.

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

---

[www.scotland-malawipartnership.org](http://www.scotland-malawipartnership.org)

Address: Room 3/1, 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](mailto:info@scotland-malawipartnership.org)

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

## 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 3<sup>rd</sup> 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 core funding grant was renewed in 2008, 2011, 2014 and 2017 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.

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

---

[www.scotland-malawipartnership.org](http://www.scotland-malawipartnership.org)

Address: Room 3/1, 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](mailto:info@scotland-malawipartnership.org)

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

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.

The Partnership is now in the final year of its fifth three-year core grant (2017-20) from the Scottish Government. 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.

The SMP has a strong verbal commitment from the Scottish Government's Minister for International Development that it will continue to be core funded by Government 2020-23 at the same level. This follows the strong all-party political support which exists. We are on course to sign our 2020-23 core funding contract in the coming months.

Applicants can learn more about the work of the SMP through our [website](#) and our published [Annual Reports](#), and in our most recent [2018-19 Activity and Impact Report](#).

We also recommend Rev Prof Kenneth Ross' excellent new book '[Friendship with a Purpose: Malawi and Scotland for Sustainable Development](#)' (2018) which sets out the historical and contemporary context of the SMP, and the [Official Report](#) from the September 2018 High Level Conference in Malawi, which articulates Malawi's vision for the next chapter in the bilateral friendship, and updates the 2005 [Malawi After Gleneagles](#) conference in the Scottish Parliament.

## 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 Administrative Officer**

Responsible to: Deputy Chief Executive  
Responsible for: *No staff line management*

This is a fixed-term position, running to March 2023. However, as with all SMP staff positions, it is conditional on continued Scottish Government SMP core funding. We have a Ministerial commitment for core funding at the same level 2020-23 and will finalise the contract for this in the coming months.

The SMP has a small but energetic team and we have an excellent reputation in the sector for delivering high-quality and high-impact events, engagement and services. It is an enjoyable and rewarding workplace, with a strong team spirit. This is an attractive opportunity for someone who takes pride in their work and is experienced in delivering effective member, event and office admin systems.

**Overall purpose of role:**

To provide and support the SMP with strong, efficient and effective administrative system delivery within the office, across our member systems and at our member events.

**Role Description:**

This is a key role at the Scotland Malawi Partnership, as this post is responsible for ensuring the smooth operation of the Partnership's most important systems. As a member-led national network it is vital that we have first class membership data systems, enabling us to understand, support and represent our members' work with Malawi.

The post-holder will be responsible for reviewing the current member data management systems, consulting key staff and stakeholders, with a view to moving to new software and a strengthened database. They will be responsible for the day-to-day management and maintenance of these systems, including the SMP's internal membership database, the public online membership directory and the communications distribution lists.

The post is responsible for ensuring that all changes to members' details are handled efficiently and effectively, and new membership applications are processed in a timely manner. They hold primary responsibility for ensuring compliance with General Data Protection Regulation (GDPR) and other relevant areas of law.

We are therefore looking to recruit a hard-working, organised and responsive team-player to this important role in the Partnership; someone with experience in leading on (and ideally developing) databases and related systems; someone with an eye for detail who takes pride in smooth-running, effective systems.

The post-holder will be the first point of contact for most people who engage the Partnership and therefore we require someone with a friendly, professional and engaging manner, someone with a positive approach who can show initiative and resourcefulness.

---

[www.scotland-malawipartnership.org](http://www.scotland-malawipartnership.org)

Address: Room 3/1, 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](mailto:info@scotland-malawipartnership.org)  
 A company limited by guarantee (SC294378) and a registered Scottish charity (SC037048)

The post also leads on the provision of office and events administration in a hands-on manner, and is responsible for the logistics and delivery of many of the SMP's key events and meetings: securing venues, making arrangements with speakers, guests and key stakeholders, managing bookings and ensuring smooth-running events are key aspects of the role.

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 sharing 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 are required, as is an eagerness to get stuck in and help whenever needed. It is a highly valued role as these systems are the foundations of all the SMP's work.

### **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 prospective new members.
- Contributing to generating ideas for improving support to our members.
- Assisting the rest of the team in the delivery of other member services and support.
- Taking minutes in SMP Forum and Parliamentary CPG meetings.

#### Membership administration

- Data entry and updating.
- Updating and maintaining member data management systems.
- Developing and improving Membership database functionality, with a likely move to new database software.
- Ensuring accurate entry of new member applications, existing membership renewals and changes requested by members.
- Working with the Media and Communications Officer to ensure effective two-way systems between the membership database, the online member directory and the bulletin distribution list.
- Encouraging and supporting members to update their profile data.
- Working with the the Deputy Chief Executive to ensure GDPR (data protection) compliance.

#### Membership events, outreach and campaigns

- Leading on the administration and delivery of SMP events, activities and outreach, with guidance from the Deputy Chief Executive.
- Overseeing events resources, ensuring there is appropriate stock, and that materials are well-organised.
- Managing the loaning and orderly storage of the SMP's event banners and other event-support items to members.

---

[www.scotland-malawipartnership.org](http://www.scotland-malawipartnership.org)

Address: Room 3/1, 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](mailto:info@scotland-malawipartnership.org)  
 A company limited by guarantee (SC294378) and a registered Scottish charity (SC037048)



- Supporting the Deputy Chief Executive to plan, prepare and deliver SMP member forums, Parliamentary Cross Party Group meetings and other events.
- Assisting in the forum-led actions and activities between meetings.
- Actively promoting and supporting SMP campaigns to members and the general public.
- Leading with the delivery of administration of the annual member awards.
- Leading with the delivery of logistics and practicalities for the Annual General Meeting.
- Leading with the delivery of logistics and delivery of Member training.

#### Publications:

- Leading with the administrative systems and updating of reports which update MPs and MSPs on Members' work across the various Holyrood and Westminster constituencies, and update Councillors across the 32 Scottish Local Authorities.
- Supporting the collecting of data from Members to inform national research exploring the scale and impact of the bilateral relationship.

#### Internal support and Team Working

- Working with colleagues to support other SMP initiatives as required.
- Helping keep the SMP office tidy, organised and welcoming.
- Providing administrative support to the Chief Executive and Deputy, in a responsive and efficient manner.
- Assisting the Finance Officer with Finance-related Admin.
- Other internal capacity support as required.
- Taking an active part in weekly team meetings and sharing updates via the internal Mindomo tool.

#### Location:

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

#### Salary:

The 2018/19 gross salary is £21,000, for a 37.5 hour week.

#### Application Procedure:

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

**The deadline for applications is 09.00, Monday 12<sup>th</sup> August 2019.** If shortlisted, you will be invited to attend an interview on 15<sup>th</sup> or 16<sup>th</sup> August 2019 in central Edinburgh. We ask applicants to keep these dates free if possible. The successful applicant will also be invited to attend major events on the 5<sup>th</sup> September and 5<sup>th</sup> October, and we invite applicants to make note of these dates if possible.

For further information please speak with David Hope-Jones [david@scotland-malawipartnership.org](mailto:david@scotland-malawipartnership.org)

---

[www.scotland-malawipartnership.org](http://www.scotland-malawipartnership.org)

Address: Room 3/1, 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](mailto:info@scotland-malawipartnership.org)  
 A company limited by guarantee (SC294378) and a registered Scottish charity (SC037048)

**PERSON SPECIFICATION:**

It is essential that the Member Administration 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 one's own workload	X	
Skilled in the use of MS Office applications, particularly Word, Excel and PowerPoint	X	
Experience managing and maintaining data systems	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	
Hard-working and driven with an eye for detail, a willingness to help and high professional standards	X	
Experience introducing appropriate new database systems		X
Knowledge of, and a commitment to, Scotland's relationship with Malawi		X
Experience of office administration and of maintaining an organised and efficient workplace		X
Experience of minute-taking		X
Experience of event administration		X
Proven relevant professional experience		X

## INDICATIVE TERMS AND CONDITIONS OF EMPLOYMENT:

### 1. General Conditions of Employment

The post-holder will report to, and be line managed by, the Deputy Chief Executive. 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 2023. However, as with all SMP staff positions, it is conditional on continued Scottish Government core funding. We have a Ministerial commitment from the Government for our 2020-23 core funding and expect to agree a contract before the end of 2019.

### 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.