



Membership Development Officer

JOB DESCRIPTION

Job Title: Membership Development Officer

Responsible to: Office Manager

Location: NKF HQ (Shireoaks, Nottinghamshire) or Hybrid

Salary: Up to £25,000 dependent on experience

36 hours per week (job share or part time considered)

About the role

The membership development officer role is key to supporting our Kidney Patient Associations (KPAs) members of all shapes and sizes across the country and enhancing the National Kidney Federation's (NKF's) individual supporter base.

You will work as an important member of the NKF team, with a focus on building the membership strategy for NKF.

This is a demanding, fast-paced role which requires good time management and attention to detail. You will have strong communication and influencing skills. You will be responsible for sharing insights on the challenges our members navigate.

You will be experienced working in a membership environment.

Your significant knowledge of the voluntary sector and sharp focus on delivering excellent customer service will help us to effectively respond to the needs of members.

About Us

We are the national kidney patient support charity, run by patients for patients. For over 45 years, NKF has stood shoulder to shoulder with KPAs acting as the umbrella membership organisation.

Our membership is made up of over 49 voluntary organisations across the UK, from small KPAs to large KPAs.

We believe that patient communities are strengthened by voluntary action. We therefore want KPAs to thrive and be empowered to deliver for their patients.

We focus on empowering KPAs and volunteers by making sure they have the knowledge, tools, and resources they need. We advocate for and with our members, giving voice to those not often heard, and harnessing the collective power of partners to ensure the voluntary sector is valued. We bring KPAs together so they can learn, connect, and create greater impact.

As the voluntary sector and volunteering adapt to new challenges and a changing context, so must NKF. We are therefore prioritising work to evolve as an organisation to ensure we live our values of ambition, inclusion, openness and collaboration in everything we do internally and externally.

The NKF is seeking to improve their links with KPAs across the UK and also increase its general and individual membership.

Responsibilities and duties:

- Developing and maintaining contact and support with all KPAs
- Co-ordinate support for KPAs who require help from the NKF
- Identify regions lacking KPA representation and provide support in establishing new KPAs, including assistance with constitution, responsibilities, policies, and procedures.
- Promote links between KPAs and the NKF
- To collaborate across all teams to identify opportunities to grow all membership
- Be the main point of contact for NKF regional reps and their respective KPAs
- Ensuring our supporters (members) receive exceptional customer experiences
- Cultivate and sustain relationships with KPAs and supporters
- Take charge and execute strategies to transition non-member KPAs into active members
- Ad Hoc projects to support strategy implementation
- To regularly communicate with all KPAs affiliated and not affiliated to the NKF verbally, written, visually and in person when required
- Working with team members to maintain existing and develop new member specific assets including welcome packs
- Effectively handle communication and email correspondences promptly
- Monitor engagement throughout the membership year, identifying less engaged members and develop a strategy to motivate increased support
- Deliver high quality and inspiring communications to all members
- Attend NKF events and meetings (some weekend work may be required)
- Create frameworks for constant monitoring and evaluation against agreed and aligned objectives within the NKF strategy and development plans
- Report to CE and Executive Committee on progress against aligned objectives
- Submit status reports to line manager, anticipate and react to change
- Perform ad-hoc duties as assigned

Skills & Requirements:

- Experience in the charity sector that has been demonstrated to be effective is desirable
- Knowledge of kidney disease is desirable but not needed as full induction and training will be provided
- Proven experience of working with a membership organisation

- Experience in developing membership engagement initiatives
- Strong organisational abilities, characterised by meticulous attention to detail and adept multitasking skills
- Proficient in all aspects of Microsoft Office
- Possess influencing and networking skills with people at all levels
- Ability to work on own initiative, get things done and be part of a small team
- Keen attention to detail, and a willingness to strive for continual process improvement
- Excellent written & verbal communication skills
- Possess the ability to prioritise workload across several different areas and manage conflicting demands and deadlines
- Diligent with a proactive approach and a track record of demonstrating initiative
- Knowledge of General Data Protection Regulations is essential

NKF benefits:

- Up to six weeks annual leave
- Christmas shut down
- Pension scheme, up to 8% paid by NKF
- Three times salary death in service insurance
- Free car parking at HQ

NKF is committed to promoting equality and diversity.