



# **Social Enterprise NI**

EMPOWERING PROFIT WITH PURPOSE, INSPIRING LASTING IMPACT.

## **Membership Relationship Manager Recruitment Pack July 2025**

# Background to SENI

**Social Enterprise NI (SENI) is the representative body for social enterprises and social entrepreneurs across Northern Ireland.**

## **Who we are:**

We are the leading organisation & networking body for social enterprises in Northern Ireland.

We exist to strengthen the social enterprise sector in Northern Ireland and support businesses at all stages of their entrepreneurial journey.

For over 11 years, we have represented local social enterprises and worked together to build a stronger collective voice and grow the social enterprise movement.

## **Empowering Collaboration**

We create a space in which all players, irrespective of size or experience, have their voice heard and can learn from one another. We also provide opportunities for collaboration between social enterprises and the public and private sectors.

## **Profit with Purpose**

Our activities support all levels, from start-ups and community groups at the beginning of their social enterprise journey, to more experienced social enterprises. Together, we aspire to achieve an environment where society profits and social enterprises excel at addressing and meeting community needs.



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## The Job Description

**Job Title:** Membership Relationship Manager

**Location:** Belfast but with ability to travel across Northern Ireland. Hybrid option is available

**Contract:** Full Time – Social Enterprise NI manage the Social Economy Work Programme on behalf of the Department for the Economy and have been reappointed from 1 April 2024 for a period of 3 years under a 1+1+1 arrangement. Social Enterprise NI have continued to manage this programme since 2012, being successful in 2016, 2021 and 2024 in a competitive process.

**Salary:** £32,000-£35,000

**Application Deadline:** Wednesday 23rd July 2025 at 12 noon

**Job Description:** As a Membership Relationship Manager, you will play a crucial role in managing and servicing our growing membership base. Your primary responsibilities will include maintaining accurate membership records, enhancing member engagement, and supporting the development and implementation of membership growth strategies. You will work closely with the wider team to ensure our members receive the highest level of service and satisfaction.

### Key Responsibilities:

#### Database Management:

Maintain the accuracy and integrity of the membership database, ensuring all records are current and correctly inputted.

#### Member Engagement & Growth:

Develop and implement strategies to attract, engage, and retain members in line with agreed KPI targets.

#### Promotion & Outreach:

Raise awareness of Social Enterprise NI across all sectors, highlighting the value and benefits of membership.

#### Event Assistance:

Work with other team members to organise, coordinate, and manage regional member events, activities, and engagement programmes to foster community and participation.

**Member Support:**

Respond promptly and professionally to all member enquiries and provide tailored 1-2-1 support as needed.

**Communications:**

Prepare, distribute, and update member communications including newsletters, surveys, and other engagement materials.

**Satisfaction & Retention:**

Monitor and maintain high levels of member satisfaction and retention by delivering excellent customer service and support.

**Insight & Reporting:**

Track membership trends and gather feedback to inform strategy and improve services.

**Programme Management:**

Managing and leading a current programme to encourage social enterprises to build cross border relationships.

**Team Collaboration:**

Work closely with colleagues across the organisation to support broader objectives and contribute to a positive team environment.

**Additional Responsibilities**

The successful applicant will also lead on managing a current International Fund for Ireland programme in partnership with Social Enterprise Republic of Ireland as part of this role, named Discovery.

## Person Specification

| Attributes            | Essential  | Desirable  |
|-----------------------|--|--|
| <b>Qualifications</b> | Business Degree or equivalent<br>or<br>3 years experience in a related role  |  |
| <b>Experience</b>     | Working with funders and adhering to evaluation and monitoring.<br><br>Experience in programme delivery to achieve programme outcomes.<br><br>Experience in building networks.<br><br>Experience in working with private sector and /or community and voluntary groups.<br><br>Proven experience in membership management or a related field.  | Worked within or have a good understanding of the social enterprise sector<br><br>Understanding of current economic situation<br><br>Willingness to work outside a formal office environment in flexible hybrid manner<br><br>Work alongside Events staff member to organise regional events |
| <b>Knowledge</b>      | An understanding of the social economy and the barriers to growth faced by members   |  |
| <b>Skills</b>         | Strong communication and interpersonal ability.<br><br>Excellent organising and multitasking skills.<br><br>Ability to engage with members and prospective members at all levels to develop and manage a trusting working relationship<br><br>Strong time management and planning skills, able to prioritise work and balance conflicting timeline deadlines<br><br>Ability to work to tight and often demanding timelines outside of normal | Experience in event planning and execution would be welcomed.<br><br>Knowledge of CRM Systems  |

| Attributes                   | Essential   | Desirable |
|------------------------------|---|-----------|
|                              | <p>office hours. Work individually or part of a team.</p> <p>Expert in the use of Microsoft Office applications (Word, Excel, PowerPoint and Outlook)</p> <p>Social media content writing and engagement</p>  |           |
| <b>Specific Requirements</b> | <p>As the role involves meeting existing and prospective members, the postholder must be willing to undertake regular travel to attend functions and events across Northern Ireland, including at times evening work</p> <p>The postholder is required to have a fully valid UK driving licence and an appropriate road worthy vehicle for business use</p> |           |

**How to Apply:** Please complete the application form and send to [hradmin@viablecs.org](mailto:hradmin@viablecs.org) by Wednesday 23rd July 2025 at 12 noon.

Please include " Membership Relationship Manager " in the subject line.

**Social Enterprise NI is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

For more information about our organisation, please visit [www.socialenterpriseni.org](http://www.socialenterpriseni.org).

# Reward Statement



## Work-Life Balance

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- Standard 37.5 hour week
- 25 days per annum plus 12 statutory days.
- Time off in Lieu (TOIL) in compensation for additional hours worked
- Hybrid / Flexible Working
- Family Friendly Policies
- Other leave such as compassionate leave



## Financial Reward

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- Sector Competitive salaries
- Employer pensions contributions 6%
- Business Expenses



## Training and Development

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- Comprehensive Induction training
- Comprehensive in- house training
- On the job learning
- Learning and development linked to individual requests
- Work Plans and ongoing supervision
- Continuing Professional Development
- Strategy & team building days



## Wellbeing

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- Health Cash Plan
- Life Insurance
- Access to our Employee Assistance Programme
- Return to work interviews
- Free tea/coffee/milk/water fountains
- Clear policies and procedures



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