CARE International Secretariat

JOB DESCRIPTION

Position title: Membership Engagement Officer
Line Manager: Director of Governance & Confederation Development
Direct reports: N/A
Post: Full time
Location: Flexible, hosted in any country where CARE has a registered office
Travel Requirements: Approximately 2 weeks per year

BACKGROUND

CARE International (CI) is among the world’s largest international non-governmental humanitarian relief and development Confederations. Drawing on its 75 years of experience, through its 21 Members, Candidates and Affiliate, CI’s work reaches over 100 countries worldwide to save lives, defeat poverty and achieve social justice.

The impact we want to achieve will only be possible if we continue to transform how we organize ourselves, become more diverse, networked, agile and accountable. Therefore, the central part of CARE’s 2030 Vision is to strengthen the diversity and legitimacy of CARE’s global presence and membership, as well as to support effective membership engagement and accountability. While our network has grown because of expanding our membership, affiliations, and partnerships, we will continue to evolve and innovate different collaborative models and structures, with a portfolio of country offices, transitioned presences, new members and affiliates, effective equitable partnerships with local actors, social enterprises, and more.

At the core of the Confederation is a small, globally distributed Secretariat, which provides coordination and support to our Members, Candidates and Affiliates in areas as governance, strategic planning, communications, membership development and accountability, advocacy, humanitarian response, income generation, and program development. In addition, the Secretariat represents the CARE Confederation at the United Nations and the European Union.

POSITION SUMMARY

The Membership Engagement Officer is part of the Governance and Confederation Development team and works across different teams within the CI Secretariat (particularly the Program team) and the wider CARE international (CI) Confederation.

The post-holder will play a key role in supporting CARE’s effective membership engagement, including, but not limited to:

(i) Supporting CI secretariat, members, candidates and affiliates’ participation and engagement across different collaborative spaces (e.g., working groups; communities...
of practice; etc), in support of effective practice sharing, transparency, inclusion and accountability,

(ii) Contributing to effective knowledge management and learning systems and practice among the CI membership and other stakeholders within CI, and

(iii) Documenting, consolidating, and managing information; while providing administrative support to key initiatives and colleagues (e.g., Strategic Leadership Teams -SLTs-, specific Working Groups -WGs- or CARE Shares).

MAIN RESPONSIBILITIES - specifically, but not limited to:

1. Support specific CI-wide collaborative spaces that promote effective engagement, joint work and practice sharing among the CI membership (approx. 30%)
   - Proactively identify opportunities to strengthen CI-wide membership engagement and/or coordinate and support existing/emerging initiatives.
   - Develop and maintain an information system that supports effective membership engagement (e.g. overview of all CI collaborative spaces, composition and terms of reference).
   - Work with the two Strategic Leadership Teams Chairs (Organisational Development & Accountability and Program Quality & Impact) and prioritised CI Working Groups’ Chairs (e.g., Program Strategy and Fundraising Directors) to meet their coordination needs.
   - Support in organising key group meetings, webinars/events, preparing sessions, presentations, and coordinating calendars and agendas.
   - Draft and communicate work plans, document meetings’ “action points” and draft other key documents as required.
   - Support in maintaining dialogue and coordination between different CI-wide collaborative spaces.

2. Contribute to effective knowledge management, including information and documentation management and learning & information sharing (approx. 40%)
   - Support the Governance and Confederation Development team (inc. organisational development, governance & policy, and income generation) and the Program team’s (inc. Knowledge Management and Advocacy) needs in relation to SharePoint (CAREShares – CARE’s intranet/knowledge and information management system).
   - As needed, prepare, manage, and maintain content of the Safeguarding, Governance, CI Code/Policy, Confederation Development and Partnership Hubs in CAREShares.
   - Support and contribute to learning reviews as related to organizational development priorities and contribute to the ongoing research on potential innovative accountability practices.
   - Support the development of communication materials, reports and updates, induction packs, presentations, and internal/external reports.
   - In coordination with the Director of Governance & Confederation Development and the Program Director (approx. 75%-25% time allocation respectively), perform any other project/activity in relation to this role’s main functions.
   - Support onboarding of new CI Secretariat or CI-wide members of staff and communications, and management of relevant consultancies.
3. Contribute to strengthen the CI Accountability and Governance & Policy Systems (approx. 30%)

- Contribute to effective documentation and reporting on different CI accountability commitments; and to develop mechanisms to assess findings and follow up on actions for improvement.
- Liaise with colleagues across the CI Secretariat to maintain updated information on progress towards “external accountability” commitments (e.g. ‘Core Humanitarian Standards’, Generation Equality Forum, Grand Bargain, etc).
- Organize or support CI-wide sensemaking sessions or dialogues around accountability commitments.
- Support the Head of Governance and Policy in ensuring appropriate performance monitoring and accountability processes are in place for the CI CODE and CI policies.

TEAM:

The CI Secretariat Governance and Confederation Development team is primarily responsible for facilitating the evolution and transformation of the CI Confederation towards a more diverse, equitable, legitimate, and relevant network, better positioned to advance CI’s 2030 vision.

Apart from supporting and facilitating Confederation-wide governance and leadership, policy development and implementation, the team’s main functions include supporting Organizational Development processes; advancing CI’s diversification (membership, collaborative models and partnerships); knowledge management; member engagement and accountability; and resourcing the 2030 vision.

The Membership Engagement Officer reports to the Director of Governance and Confederation Development and is a key contributor to the work of the broader CI Secretariat (particularly the Program Team), as well as to CI-wide collaborative efforts.

DIRECT REPORTS:

None

KEY WORKING RELATIONSHIPS:

Members of CI Governance and Confederation Development and Program teams; CI Learning and Knowledge Management and Global Advocacy teams (within the CI Program Team); Chairs of the CI SLTs (e.g. CI Program Director) and of relevant WGs; and, colleagues in CARE Members, Candidates and Affiliates working on Accountability functions.

QUALIFICATIONS:

Education: Graduate degree (or equivalent qualifications and experience) in organisational development, change management, international development and relations.

Work Experience: At least 2 years of relevant work experience, ideally with remote networks, alliances or international bodies to support membership engagement, coordination of joint initiatives and governance mechanisms.

Languages: Fluency in English and ideally a desired second language (French, Spanish or Arabic).
SKILLS, EXPERIENCE AND ATTRIBUTES:
The post-holder will have the ability to navigate a complex organisational network and to effectively engage with various CARE Entities\(^1\), external organisations, working groups and other related stakeholders.

The post-holder will have excellent research and communication skills with the ability to manage complex data and reports, analysing trends, summarizing key findings, identifying lessons learned and communicating/presenting information in user-friendly and accessible ways.

Knowledge and experience:
• Good knowledge of non-profit sector, with understanding of networks, alliances or confederations.
• Understanding and/or experience of nurturing effective engagement practice and partnerships.
• Experience working and communicating with senior-level stakeholders, and ability to summarize information effectively.
• Highly competent using and learning new technology, including collaborative technologies and virtual meeting tools.
• Ability to present information in visual, interactive forms (e.g. use of excel charts, graphics, simple infographics/pictographs, audio/video storytelling, etc).
• Ability to work effectively in diverse, multicultural/cross-cultural environments, with awareness of race and gender dynamics.
• Knowledge and/or previous experience on accountability matters and systems, desirable.

Core competencies:
• Self-motivated, proactive, independent worker, able to work well with a virtual team
• Flexible and able to adapt through ambiguity
• High learning agility and adaptive capacity
• Highly organised, efficient and results oriented, able to manage a fast pace of work
• Creative and dynamic, contributing ideas and suggestions to the team
• Strong written and verbal communication skills, with the ability to produce clear and concise meeting minutes/action points and communicate clear messages to different audiences.
• Commitment to CARE vision, mission, focus and principles.

\(^1\) This refers to CARE International independent Members, Candidates and Affiliates, as well as Country Offices and the CI Secretariat.
We are committed to preventing all unwanted behaviour at work. This includes sexual harassment, exploitation and abuse, and child abuse. We expect everyone who works for us to share this commitment by understanding and working within the CARE Safeguarding Policy and related framework.

CARE International has a zero-tolerance approach to any harm to, or exploitation of, a vulnerable adult or child by any of our staff, representatives, or partners. CARE International reserves the right to seek information from job applicants’ current and/or previous employers about incidents of sexual exploitation, sexual abuse and/or sexual harassment the applicant may have been found guilty to have committed or about which an investigation was in the process of being carried out at the time of the termination of the applicant’s employment with that employer.

By submitting the application, the job applicant confirms that s/he has no objection to CARE International requesting the information specified above.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. We will seek at least two references, one of which must be your most recent employer. We participate in the Inter Agency Misconduct Disclosure Scheme and will request information from job applicants’ previous employers about any findings of sexual exploitation, sexual abuse, child abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. By applying, you confirm your understanding and agreement of these checks.

HOW TO APPLY

Interested and qualified candidates should submit their CVs and a cover letter in English to cirecruitment@careinternational.org by the 6th April 2022. 1st interview to take place during the week of the 18th April 2022. Only short-listed candidates will be contacted.


CARE seeks to improve the lives of the most marginalized, particularly women and girls. Our diversity is our strength. We encourage people from all backgrounds and experiences to apply.