



Job Description: Assistant, Membership

Role Summary

Are you looking for a customer-oriented role in a sustainability-focused not for profit organisation? If you are passionate about sustainability and have excellent organisational and communications skills, then the role of Membership Assistant may be for you. ISEAL is the global membership organisation for ambitious sustainability systems, and we bring together many of the most well-known organisations in our sector. Please find out more about us on our website www.iseal.org.

The Membership Assistant is part of the Membership & Credibility team that is focused on helping members make the most of their engagement with ISEAL. In addition to expanding ISEAL's role as the leading global expert in credible sustainability systems, the team is responsible for high-quality growth in ISEAL membership, for the delivery and/or communication of programmes that support and challenge our members, and for managing the process by which members can choose to demonstrate compliance with ISEAL's Codes of Good Practice.

The Assistant will play a critical role in delivering a consistent customer-oriented experience for members across our core activities and spaces. These core spaces include:

- Communities of Practice: brings together technical practitioners from across our membership for peer exchange and shared learning
- ISEAL Platform: provides members with access to technical guidance materials and peer-to-peer discussion groups
- Compliance programme: independent assessments of compliance to the ISEAL Codes of Good Practice

The role delivers administrative processes and assists with member communications and convening. The position is first point of contact for general enquiries from members, maintains up-to-date records, and supports the team in continually improving our approach for how we develop and maintain our relationships with members.

Candidates should be highly organised, have a customer-focused approach, and be confident in communicating and building relationships with international contacts. You have experience in customer service, user experience, or customer-oriented communications and have already gained some initial experience in a professional organisation, ideally one with a sustainability mission. You are comfortable maintaining processes and systems, and you genuinely enjoy paying attention to details and providing excellent administrative service. You have a friendly and professional demeanour, great communication skills, and a keen interest to learn more about sustainability systems and ISEAL's work.

In return, ISEAL can offer an inspiring insight into the world of sustainability initiatives, a supportive organisational culture, and good opportunities to develop professionally and personally in an international not for profit environment.

Responsibilities

Membership and Compliance

- Be first port of call for enquiries from ISEAL members, responding or referring them internally and coordinating follow-up
- Maintain the ISEAL Platform (the online hub that provides members with access to technical guidance materials and peer-to-peer discussion groups) including working with an outside agency to resolve technical issues or make agreed improvements
- Deliver administrative processes that underpin member relationship management and tracking of member engagement, including maintenance of ISEAL's member records within the customer relationship management database that ISEAL uses (Salesforce)
- Assist with onboarding of new members and new staff within existing members,
- Help coordinate peer-to-peer communications and activities within the Communities of Practice
- Support preparation and delivery of (virtual and eventually in-person) meetings of the Communities of Practice
- Prepare member communications about the Communities of Practice
- Provide administrative support to monitoring and compliance activities (e.g., maintain records, schedule activities, information sharing for members)
- Assist with communications related to monitoring and compliance activities (e.g., update public website and ISEAL, scan claims that members and others make about their relationship with ISEAL, etc.)
- Collect and collate input and feedback from members to help colleagues improve the member experience
- Identify and propose improvements to administrative processes and record-keeping systems
- Ensure that handling of information by the Membership and Credibility team is GDPR-compliant

Other

- Serve as an active member of the Membership & Credibility team by participating in team meetings, supporting the team and contributing to team activities as additional needs arise.
- Contribute to wider organisational work by producing reports or liaising with colleagues on other teams
- Assist with member events
- Help deliver other marketing and communication activities as needed
- Contribute to staff meetings, and other internal meetings with views and suggestions
- Fulfil requirements of internal staff management processes including performance reviews, supervisory meetings etc.

Experience, Knowledge and Attributes

- Undergraduate or postgraduate degree in a relevant subject, or equivalent work experience
- Some experience in a role focused on customer service/communications or user experience (could be internship or volunteering) and genuine interest in providing exceptional customer service
- Confidence in communications, displaying professionalism & right level of tact and awareness of others
- Excellent written and spoken English
- Strong organisational skills, and experience working with systems and processes, supporting meeting/event organisation, etc.
- Good time management and ability to efficiently organise and deliver multiple tasks simultaneously
- Accuracy and a good eye for detail
- Collegial and able to thrive in a dynamic work environment while supporting multiple colleagues

- Good IT skills, familiarity with MS Office, virtual meeting tools, and customer relationship management systems (e.g. Salesforce)
- Demonstrated interest in contributing to a more sustainable world

Additionally desirable

- Interest in and some understanding of sustainability standards and certification, which may have been gained via academic, internship, employment or voluntary settings.
- Experience with website maintenance and content management systems and/or e-newsletter systems, e.g. MailChimp
- Experience working with time-bound procedures

Other relevant information

Term: 12 month initial contract with possibility of extension

Salary: £23,000– 27,000 p.a. depending on experience

Working Hours: Based on a full time equivalent of 37.5 hours per week.

Location: ISEAL is currently operating a mixture of working from home and office working. Initially this role will be home based, with the option to work from the ISEAL London office. Longer term, this position will be based in ISEAL’s London office so an ability to work from home and the office is required.

Applicants need to provide evidence that they are entitled to work in the UK.

International Travel: The post holder may be required to undertake occasional international travel once it is safe to do so

Annual Leave: 25 days / year (including office closure between Christmas and New Year)

Ideal Start Date: asap

How to apply

Interested candidates should submit a current CV and a statement explaining how they meet the selection criteria for the position to recruitment@isealalliance.org, quoting the job title “Assistant, Membership”. Specific enquiries about this role and the application process can be sent to the same email.

Deadline for applications will be 28 Nov 2021, noon (GMT). We regret that we will only be able to contact short-listed candidates.