

JOB DESCRIPTION

Title:	Membership Support Officer
Hours:	Part time, 28 hours per week
Reporting to:	Director of Membership
Team:	Membership
Contract Length:	Permanent
Salary:	£30000-£34000 per year (pro rata) depending on experience

Part time pro rated salary - £24000 - £27200 per year.

Overview

Mothers' Union is a global Christian movement working with people of all faiths and none to develop communities, strengthen families and advocate for change. Our members are active in 83 countries and work tirelessly to serve their communities to build a future where everyone thrives.

Mothers' Union (MU) was established in 1876. It is a worldwide women-led movement with over four million members in 84 countries. Some 35,000 of our members live in Britain and Ireland and put their Christian faith into action in communities' by delivering projects and programmes that bring hope and build resilience. Mothers' Union is unique. We do not work alongside communities; our members and volunteers work inside communities. From small initiatives to national programmes our aims are to stop poverty, violence, and injustice by supporting the vulnerable and to strengthen family life by nurturing relationships that are loving, faithful and respectful.

Each member subscribes to the same values; the moral and ethical codes that are central to the ways in which we operate:

- We are firmly rooted in a voluntary ethos centred on mutual respect and collaboration.
- Our governance, leadership, and programmes are driven by and undertaken by members within their own communities worldwide; and
- We work with and welcome to the movement, people of all faiths and none.

Our Britain and Ireland members may be part of a branch or parish, which sits within a Diocese, which reports to a Province. These Provinces and Dioceses follow the Anglican Church structure. We are a diverse and inclusive movement who also welcomes friends and supporters from within and outside of the church structure, together with a host of active volunteers all championing the work we do.

Job Purpose

The role of the Central Charity is to facilitate member support and the successful operation of the Charity, lead strategic objects that work to ensure the longevity and sustainability of the global movement and to support the delivery of impactful work in communities that meet our aims. Like many membership organisations, we need to focus on turning membership decline into membership growth. This role is an integral part of an exciting opportunity to change and secure the future of the movement. 2026 is our 150th Anniversary, a year to celebrate and focus on growing the movement in Britain and Ireland.

The post holder will work directly with members and support the rest of the Membership Team. Focus will be on managing membership using our new CRM, supporting membership, faith and programme enquiries, initiatives, and operational delivery, supporting Communities of Interest (our member-based forums),

Main responsibilities

Membership Support

1. Manage membership enquiries (average across team of 25 emails daily).
2. Manage membership - using, inputting, and reporting via our CRM.
3. Facilitate and coordinate faith and membership resources and content delivery.
4. Support the charity's Communities of Interest (representative membership groups).
5. Lead the administration of national and regional events.
6. Support national programme and membership engagement activities.

General

1. To produce and provide reports and resources as required for the Director of Membership.
2. To work across the charity on supporting the incorporation of membership outputs and content in relevant areas of the wider work of the global charity.
3. To undertake any other duties as requested by the Director of Membership.

Core Competencies

Skills & Experience

- Membership Management: Experience of using CRMs and managing enquiries.
- Membership Support: Experience working directly with customers/members.
- Event administration: Experience of working on the delivery of events and external activities.
- Committee/forum administration: Ability to organise meetings and take notes and actions.
- Computer and IT skills: MS applications. CRM experience, use and reporting. Zoom/Team meeting platforms. Survey software. Social media posting.

Qualifications

- Educated to a degree level or equivalent.

Personal Attributes

- The role sits within a Membership function. Ability to work in a team and self-direct as required, effectively prioritise workload and meet deadlines and timescales.
- Good verbal and communication skills – ability to engage effectively and confidently with a wide range of stakeholders.
- Support the production of high quality, accessible, valued, and impactful resources, and documents.

- Excellent writing skills – ability to tailor to various audiences clearly and concisely; and to provide reports.
- Flexible, with the ability to use own initiative.
- Ability to work competently and confidently with volunteers, external partners, the clergy, and a wide range of stakeholders.
- Team player – ability to work with others and to contribute within a team.
- The ability to conduct work in keeping with high professional standards and in accordance with Mothers' Union core values.
- The ability to take a creative and lateral approach to thinking about social problems.
- An initiative-taking attitude and enthusiasm to learn and grow in the role.
- Ability to collate, analyse, and synthesise data and use this in the development of support and services.
- Ability to gather, manage and use a large quantity of information, research and reports effectively.

Desirable

- Experience of working in a membership organisation supporting the delivery of services and support.
- Experience of administering external groups/committees/networks/forums.
- Working experience in publisher and design software.
- An understanding of, and preferably a commitment to, the Christian Faith.
- A broad understanding of issues affecting faith and family life today.
- Ability to interpret statistics, survey data and quantitative and qualitative data effectively.

Benefits

- 25 days of annual leave (full time) plus up to 4 days of leave (full time) given at the discretion of Mothers' Union.
- Employer pension contribution of 6.5%.
- Enhanced maternity, paternity and adoption pay.
- Two volunteering days per calendar year.
- One away day per calendar year.
- Enhanced sick pay.
- Bereavement leave & Compassionate leave
- Season ticket loan.
- Cycle to work scheme.
- Employee assistance programme.
- Eye care voucher and an allowance towards glasses.

Work Location/Hybrid Working Pattern

This role will be based at our Head Office in central London. Mothers' Union operates a hybrid working model. Staff are required to work an aggregate minimum of 90 days per calendar year (pro rata for part timers) at our Head Office, Mary Sumner House in central London. Tuesdays are our anchor days where every staff member is expected to be at the office. The 90 days includes anchor Tuesdays. In addition, Thursday is a core working day where part time staff are expected to work, either at home or from the office as needed.

Membership Support Officer – August 2025

How to Apply

If you are interested in this position, please apply by sending your **CV and a Cover Letter** to ranjeewa.wickramasuriya@mothersunion.org. The Cover Letter should clearly outline how your skills match the main responsibilities of the role. Please note – only applications with a cover letter, alongside a CV, will be considered.

Application Deadline

The deadline for applications is **10 September 2025 at 5:00 pm**. Due to the number of applications we may receive, we will not be able to individually respond to each applicant. Kindly note, we will only be getting in touch with the applicants shortlisted for an interview. We aim to get in touch with the shortlisted candidates after the application deadline. We will be conducting interviews for suitable candidates as we go along and may fill the role before the closing date.

Equal Opportunity

Mothers' Union is an Equal Opportunity Employer. We celebrate diversity and are committed to create an inclusive environment for all employees.