Membership and Operations Officer
Vacancy Notice

Full-time permanent contract – Brussels based

About Eurochild

Eurochild is an international non-governmental organisation based in Brussels, which promotes the well-being and rights of children and young people at the European level and, through its membership, in the European countries. We are supported financially by the European Commission. In the almost 18 years since its establishment, Eurochild has grown into one of the most influential networks on children’s rights in Europe. It has almost 200 members across 35 countries in Europe, including national coalitions of children’s rights (‘national partner networks’) in 22 countries.

About this position

This position at the Brussels-based Secretariat of Eurochild is created to support development & implementation of Eurochild’s membership strategy & the smooth functioning of the network. The Membership and Operations Officer will be responsible for membership development & administration, as well as facilitation of membership recruitment & engagement. He/she will also support network governance and operations, working in the Operations Team with the Director of Operations and the Events & Administration Assistant.

The specific responsibilities of the Membership and Operations Officer will include & relate to:-

- Supporting development & implementation of Eurochild’s membership strategy, including membership recruitment, retention & engagement
- Developing & coordinating efficient ways of mapping of members’ expertise & knowledge; facilitating regular contact with members & supporting their engagement in the network
- Supporting tracking members’ involvement in Eurochild’s activities - developing & facilitating implementation of related processes & databases; conducting members’ surveys
- Facilitating or managing membership requests
- Ensuring meaningful induction and engagement of candidate members
- Development and implementation of the process of regular review & appointment of National Partner Networks in membership of Eurochild, including related administration
- Supporting organisation of activities and events with/for members
- Being responsible for membership administration (e.g. process membership applications; follow up on membership upgrades, withdrawals or fee payments & requests)
- Maintaining, regularly updating & developing membership databases, tools & practices; working with the communications team on membership communication services & promotional tools
- Preparing membership reports to the management board and general assembly
- Supporting network governance, including programme development of the general assemblies & related members’ meetings; board election planning; coordination with the election & ethics committees
- Working towards shared goals within the Operations Team, including organisation of statutory meetings & flagship events
- Being responsible for data privacy, related practices, trainings & guides
- Supporting improvement & implementation of internal processes
Support and supervision

The Membership and Operations Officer will report to the Director of Operations. He/she will also receive support from the Eurochild Management Board Sub-Committee on Membership.

Candidate profile

We are looking for a candidate with:

- Minimum 3 years of relevant experience in a similar role, ideally in a European or international setting
- Ability to provide 2 professional references, if selected
- Excellent organizational, problem solving and time management skills
- Strong networking & communications skills
- Curiosity, good listening skills & appetite for learning & personal & professional growth
- Ability to work autonomously as well as being a good team player
- Strong computer skills, especially Microsoft Word, Excel and Outlook, & a willingness to learn to use & help us update and improve Eurochild’s various online tools & databases
- Fluency in written & spoken English, other languages are an advantage

In addition, it is an asset if the candidate has any of the following:

- Experience of working with or for non-governmental organisations or membership-based networks
- Some theoretical understanding of children’s rights
- Good understanding of the operations of networks / experience in supporting operations of an organisation
- Knowledge of principles of GDPR / experience of data privacy practices
- Experience in events organisation and management

Conditions

- 2600-2860€ gross monthly salary depending on experience
- Benefits (13th month, lunch tickets, full hospitalisation & pension insurance)
- Location: Eurochild Secretariat, Brussels
- Preferred starting date: mid-April 2022
- Type of contract: Full-time permanent contract
- The successful candidate must have the right to live and work in Belgium

Are you interested?

To apply:
Please complete this online form in English, add your CV (pdf) and submit. Deadline for applications: 15th March 2022, midnight (CET).

Only short-listed candidates will be notified and invited to online interviews (planned for the week of 21st March 2022). The successful candidate is expected to start in April 2022.

If you are not contacted by us by 22nd March, please assume you have not been selected for the interviews. We thank you for your interest in Eurochild and wish you every success in your future.

Confidentiality and privacy: All information given upon application will be treated in a confidential manner and according to Eurochild’s privacy policies.

Eurochild is an equal opportunity employer. We are guided by the principle of non-discrimination on any ground, and we apply such principle in our day-to-day operations and in our employment practices.