



Live On – To the memory of the fallen and the future of the living

THE ROYAL BRITISH LEGION JOB DESCRIPTION

JOB TITLE: Membership Governance Coordinator

REPORTING TO: Membership Policy and Administration Manager

ROLE PURPOSE: Provide secretarial and administrative support to the Membership Council (MC) and subordinate Working and Project Groups and responsible for developing general Branch data and statistics. Coordinate the process of developing and changing membership policies, mainly the Membership Handbook. Provide guidance and support to the implementation of the Legion's Youth Policy and coordinates the Youth Affiliation programme.

KEY RESPONSIBILITIES:

Membership Council and Governance

- Develop and maintain effective working relationships with the members of the Membership Council, the Executive Board and senior management involved in the work of the MC, as well as the Membership Support Officers, County/District Committees and Legion members.
- Provide secretarial and administrative support to the MC and its subordinate Working and Project Groups.
- Regularly liaise with the Chairman and members of the MC on meeting requirements; make all the necessary arrangements ahead ensuring all the accommodation and travel is booked well in advance
- Collate meeting papers and agendas and liaise with internal parties on the reports and presentations required for the meetings.
- Publish and distribute the MC minutes and reports and keep the electronic records up to date and to follow up on any outstanding action points.
- Maintain high level of confidentiality when dealing with sensitive reports and issues.
- Organise MC meetings and other meetings with MC participation, e.g. the Annual Conference Membership Forum, Regional meetings, workshops and training sessions.
- Conducting internal and external research for the MC and its Working and Project Groups.
- Liaise on a regular basis with the Chairman and Vice-Chairman of the MC (the Board of Trustees representatives) on Branch and County/District matters which may arise.
- Discuss any MC related correspondence with the Chairman and Vice-Chairman and draft letters for them as required.

- Manage the MC site on the intranet; ensure all the information is up to date and all the documents are kept in relevant folders.
- Coordinate the MC election process.
- Upon the request of MC or Head of Membership, undertake research, analysis and evaluation of data in order to prepare relevant reports to be presented at the MC meetings.
- Monitor the band licensing process, and provide guidance and advice to bands on organisation and administration in liaison with the Legion's Director of Music.
- Collate and check all paperwork relating to branch openings, closures, name and status changes and amalgamations and ensure that procedures have been followed correctly. Ensure membership database is updated accordingly.
- Coordinate the process of implementing updates and changes to the Youth Policy, Band Policy and Membership Handbook liaising with the relevant departments and seeking advice on the suggested amendments.
- Draft letters for the Assistant Director and Head of Membership in response to queries from members and the wider public.

Ceremonial

- Organise meetings of the Ceremonial Working Group; prepare meeting papers and agendas, take and publish meeting minutes.
- Ensure the Ceremonial Handbook is kept up to date by implementing changes agreed by the Ceremonial Working Group.
- Serve as first point of contact for Ceremonial queries from members and the wider public – undertake relevant research or liaise with the National Parade Marshal (NPM) and the Women's Section NPM in order to provide valid and meticulous answers.
- Bring any ceremonial issues to the attention of the Ceremonial Working Group and provide relevant feedback in the decision-making process.
- Ensure that all ceremonial publications, including the Ceremonial FAQ on the internet, are up to date.
- Organise the National Standard Bearers Competition and the National Youth Standard Bearers Competition.

Youth

- Liaise with the Human Resources Department on legislation regarding Child Protection and incorporate any changes into membership publications.
- Publish and maintain the Legion's publications on Youth policy and procedures and ensure that up-to-date versions are available on the intranet.
- Report to the MC on any amendments required to the Youth Policy and draft the relevant paragraphs/chapters for their approval.
- Maintain a network of County/District Youth Officers (CYOs) and keep an up-to-date register with all their contact information.
- Liaise with the HR Learning and Development team on child protection training for the County/District Youth Officers and assist in course preparation as required.

- Keep an up to date affiliation register and issue Youth Affiliation certificates as required. To order and distribute Affiliated Unit badges as required.
- Plan and manage the Youth budget and assist in the monthly scrutiny of the income and expenditure.

Branch and County Support

- Collect and analyse Branch and County/District data, including opening and closing dates and statistics
- Advise Counties/Districts and Branches on the management issues as well as procedures of closing, amalgamating, and changing of status or name.
- Provide Branch and County data to internal and external staff and County/Branch Officers as appropriate.
- Prepare a Membership Policy and Administration newsletter after each Membership Council meeting in order to inform Counties/Districts and Branches of the latest Membership Council decisions and policy changes.

This job description reflects the current requirements of the role. As duties and responsibilities change and develop, this will be reviewed and will be subject to amendment in consultation with the post-holder.

GENERAL:

- Implement the Equal Opportunities policy into your daily activities wherever possible.
- Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work act (1974) and relevant EC directives, including reporting any health and safety hazard immediately you become aware of it.
- Work in accordance with the Data Protection Act (1998) and to ensure all new systems are reported to the Data Protection Officer.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED APPLICATION/CERTIFIC ATE/ASSESSMENT/INTE RVIEW
QUALIFICATIONS		
Good standard of general education to GCSE level or equivalent	E	Application
KNOWLEDGE & EXPERIENCE		
Significant experience at providing administrative and secretarial support	E	Application/Interview
Experience of using databases	E	Application/Interview
Experience in events planning and management	E	Application/Interview
Experience of line management	E	Application/Interview
Experience of minute taking	D	Application/ Interview
Experience of working in the Charity sector	D	Application/Interview
COMPETENCIES		
Effective communications – Level 2	E	Interview
Relationship building – Level 2	E	Interview
Problem solving – Level 1	E	Interview
Planning and organising – Level 2	E	Interview
Teamwork - Level 1	E	Interview
SKILLS & ATTRIBUTES		
Good IT skills including workable knowledge of Microsoft Office suite	E	Application/Interview
Ability to work with diverse groups and deal with potentially difficult clients	E	Interview
Empathy with mission, objectives and values of TRBL	E	Interview