



Member Engagement Facilitator

Job Description

Job Title	Member Engagement Facilitator
Work Team	Micah Global Secretariat
Location	Remote working (global), able to work within a UTC time zone
Reporting to	International Coordinator
Duration	3-year contract, renewable by mutual agreement
Contract	Full time, 40 hours per week
Salary	£32,000 per annum

About Micah Global

Micah Global is an international network of Christians active in relief, development, care and advocacy. Members see themselves as participating in God's holistic, integral mission through their calling to this work. People join Micah Global because they seek solidarity, learning, action and reach beyond their organisational and geographic contexts. They participate in a variety of member forums and become part of country, regional, thematic and interest groups of Micah members. These groups form the basis for mutual capacity strengthening, encouragement and learning; communicating about their context and work; and taking collaborative action. Most of the interaction of Micah members is digital, with occasional face to face interaction at global, regional and country level.

Purpose of the Role

The member engagement facilitator is responsible for establishing and running the various member engagement spaces. As these are mostly online spaces, the role also includes administering and utilizing the technology services required for member engagement.

Key Responsibilities of the Role

- Managing and helping to run the various member forums, keeping them aligned with the strategy, plans, network design and member needs of Micah Global
- Assisting geographic and thematic group facilitators in the running of member engagement spaces
- Communicating with members to promote member engagement
- Technical administration of the online services used for member engagement
- Planning, monitoring and evaluating member engagement strategies and plans

Member Forums

- Work with the international coordinator and member-leads to design and plan the member forums
- Manage all aspects of the forums including technical infrastructure, communication, programming, integration and member engagement - this is mostly online with some onsite and hybrid forums
- Work together with the international coordinator and member-leads to facilitate member forums
- Work with others in the secretariat team to administer and curate Micah Community (the online members platform)

Geographic and Thematic Groups

- Provide technical support to geographic and thematic group facilitators as they create and curate online member engagement spaces for their groups
- Assist group facilitators to upskill and comply with agreed technical and online member engagement guidelines that have been adopted

Member Communication

- Develop written and video materials to assist members to be actively engaged within the network
- Develop, maintain and communicate the calendar of member engagement opportunities
- Write monthly and ad hoc member mailings to promote member engagement
- Receive and share information from members about network and member events, resources, activities and other news, adding these to the Micah Community online members platform
- Use supplementary social media platforms to promote and support member engagement

Technical administration

- Ensure the correct set up of technology services used for member engagement, working as necessary with consultants on this configuration
- Administer the online technology services used for member engagement, in line with Micah's branding, communication and usage guidelines
- Ensure members of the secretariat have access to these services and are using them in line with agreed standards

Planning, Monitoring and Evaluation of Member Engagement

- Participate in strategic and operational planning to design and plan member engagement strategies and spaces
- Research and integrate networking best practices for member engagement
- Develop monitoring and evaluation indicators and tools for member engagement
- Analyse and report on network engagement
- Integrate member engagement monitoring and evaluation results into strategic and operational planning

Member Engagement Facilitator

Person Specification and Application Process

Qualifications, experience and skills

- Minimum 10 years work experience in the international development sector
- Understanding of networking and with work experience in a network
- Project management skills and experience
- Degree in a related field, postgraduate preferred
- Excellent IT skills and experience with an aptitude across a wide range of applications
- Social media knowledge, skills and experience
- Excellent verbal, written and digital communication skills in English (French and Spanish an advantage)
- Appropriate interpersonal skills and cross-cultural sensitivity
- Facilitation and presentation skills with experience in a multi-organisation context

Person profile

- A person aligned with the values and aims of Micah Global, with knowledge and experience of Christian faith-based organisations
- A team-player with initiative, ready to both support and lead as required
- Has a reliable and efficient information technology infrastructure and virtual communication system for remote working

Application process

Apply by email to operations@micahglobal.org . Please send a detailed CV and a letter motivating why you consider yourself suitable for this position. Applications close on 31 December 2022. Short-listed candidates will be contacted via email after the closing date.