

# Head of Engagement

## 10-month Maternity Cover

(mid-November 2022 to mid-September 2023)

CONCORD is seeking an experienced and highly-motivated individual to lead the Membership and Communications Team as an interim Head of Engagement.

### ABOUT CONCORD

CONCORD is the European Confederation of NGOs working on sustainable development and international cooperation. We are made up of member organisations: 26 national platforms, 25 international networks and 7 associate members that represent over 2,600 NGOs, supported by millions of people across Europe.

We work together to ensure that European policies promote equal, just and inclusive societies in a sustainable world.

CONCORD is an equal opportunity employer and considers applicants for all positions without regard to race, colour, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status. All employment decisions are made entirely on merit.

### ROLE SPECIFICATION

With the support of our Membership and Communications Team and the oversight of our Director, you will guide CONCORD's membership, communications and knowledge management work ensuring CONCORD's members are fully engaged in achieving common goals and that CONCORD's communications excel in engaging our audiences, challenging our stakeholders, innovating our formats and evolving our narrative.

#### Key areas of responsibility and tasks:

- Team Management
  - Advise, support and coordinate the work of the Membership and Communications Team, including interactions with external actors, focusing on strategic communications and membership engagement. The team is composed of a Membership Coordinator, a Knowledge Management Coordinator, a Communications Officer and a Communications Assistant. Our Governance Officer joins team meetings for coordination purposes, but is managed by the Director.
  - Ensure strategic guidance and implementation of the team's work in line with CONCORD's overarching strategy 2023-26.

- Help the team to prioritise, and find solutions to challenges.
- Ensure coordination with colleagues from other teams; create synergies across the work of the Secretariat, together with other managers.
- Oversee the development and implementation of the four-year Membership Strategy and annual work plan.
- Be responsible for budget tracking, liaise with other colleagues as needed, incl. the Director; ensure budget expenditure is on track throughout the year and in line with plans and/or donor requirements; take pre-emptive action if this is not the case.
- Support colleagues to produce quality work; oversee and ensure respect for the sign-off process.
- Oversee and support as needed the planning of events.
- Support team well-being, bearing in mind the different needs of individual colleagues.
- Ensure clear communications within the team.
- Ensure a constructive, collaborative working environment.
- Respect and apply procedures such as signing team timesheets, approving purchase orders, budget tracking.
- Strategic Communications
  - Understand, communicate and act on the big picture, in order to contribute to strategic thinking in CONCORD.
  - Support the development and implementation of a new four-year Communications Strategy and annual work plan.
  - Assist the advocacy and communications teams in identifying strategic opportunities for promoting CONCORD's messages and positions in line with our overarching Strategy.
  - Oversee external communications and boost CONCORD's online presence.
- Networking
  - Establish/maintain contacts with relevant members to keep them informed about CONCORD's work and policy concerns; keep the Director informed of and feed back about all membership-related issues, especially when action may be needed.
  - Establish/maintain contacts with relevant media and journalists to keep them informed about CONCORD's work and policy concerns.
  - Attend relevant external meetings, ensuring necessary follow-up with submissions and recommendations.
- Support to the Coordination Team (CT)
  - As a member of the Coordination Team, attend the regular Management Team Meetings; feedback to your team on issues raised.
  - Advise Director & CT on all membership, communications and knowledge management-related matters, including team well-being.
  - Implement, together with the CT, all decisions taken.
  - Co-design annual planning, team-building sessions, and programmes/measures to create a healthy work environment and well-being at work.

- Ensure smooth, timely communication with the CT.
- Support the CT in designing and implementing efficient processes in the Secretariat.
- Input to Board meetings as needed.
- Recruitment
  - Ensure timely recruitment of team members as needed.
  - Ensure full induction and integration into your team, as required.
  - Hire, manage and coordinate consultants as required or support team members to do so.
- Reporting and proposal-writing
  - Contribute to accurate, quality and timely grant narrative reporting to donors.
  - Supervise CONCORD's reporting activities in terms of membership, communication and knowledge management, liaising with the Head of Finance as needed.
  - Contribute to the Annual Report.
  - Contribute to the design and writing of grant proposals, having direct contact with potential and current donors as appropriate.

This role description is not prescriptive and the post-holder may be required to undertake other responsibilities reasonably required by the Membership and Communication Team in order to support and fulfil the purpose of the role.

## **PERSON SPECIFICATION**

The successful candidate will combine team leadership with team player characteristics and be able to work in a multicultural and multi-funded environment.

### **Knowledge:**

- Academic background or professional experience in communication/journalism
- A robust understanding of social media and online communication channels
- Project management knowledge would be an asset
- Expertise the G-suite tools

### **Experience:**

- At least 10 years' experience in managing diverse teams, preferably in an NGO environment
- Experience in developing and implementing strategic communications
- Experience working for a civil society, membership organisation

### **Skills:**

- Excellent presentation skills applicable to both internal and external contexts
- Proven writing and editorial skills (in English)
- Experience in drafting and revising texts (e.g. press releases) under time pressure

- Interest in and good knowledge of EU policies and processes as well as of sustainable development and international cooperation
- Rigorous organisational skills, with an interest in developing and improving methodological and constructive ways of working
- Excellent communication skills with a near-native command of English and good working knowledge of French (the two working languages of the office)
- Integrity and ability to handle confidential and sensitive information
- A commitment to CONCORD's vision and values, to our accountability to donors and members alike and to the effective use of our resources.

## CONDITIONS OF EMPLOYMENT

**Duration of Contract:** This is an 80% part-time position (30 hours per week) for a fixed term period of 10 months from mid-November 2022 to mid-September 2023.

**Location:** Brussels, Belgium.

**Gross salary:** Starting from €4235 per month depending on experience (this is 80% of the full-time salary €5294/month, based on the managerial grade, level 10, on our salary grid).

**Other benefits:** 'thirteenth month'; holiday allowance; hospitalisation insurance; affiliation to pension scheme; meal vouchers; a monthly commuting allowance on local public transport or by bicycle; and an attractive teleworking policy.

The position reports to the Director.

## HOW TO APPLY

If you are interested, please upload your CV (max. 2 pages, no photo) and cover letter (max. one page) explaining your motivation and fit for the role, via the portal below. The CV and cover letter must be submitted as one document. Only applications and CVs written in English will be accepted.

The closing date for applications is **midnight 25th September 2022**. Only short-listed candidates will be contacted. The first round of interviews will take place **the week of 3rd October**. The second round of interviews will be held **the week of 10th October**. The ideal start date is: **21 November 2022**.

A valid EU work permit is required.

<b>NATIONAL PLATFORMS</b>	<b>Global Responsibility</b> Austrian Platform for Development and Humanitarian Aid	BELGISCH PLATFORM PLATE-FORME BELGE <b>CONCORD</b> CNCI-11.11.11 11.11.11 ACGDEV ngo-federatie	<b>BPID</b> Bulgarian Platform for International Development	Platforma za međunarodnu građansku solidarnost Hrvatske Croatian Platform for International Citizen Solidarity <b>CROSOL</b>	<b>FORS</b>	<b>GLOBAL FOCUS</b> - Dutch CSOs for Development Cooperation
<b>AKÜ</b>	<b>fingo</b>	<b>COORDINATION SUD</b>	<b>VENRO</b> ASSOCIATION OF GERMAN DEVELOPMENT AND HUMANITARIAN AID NGOS	Hellenic Platform for Development	<b>HAND</b>	<b>dóchas</b> The Irish Association of Non-Governmental Development Organisations
Network della ONG in Europa per lo sviluppo e l'emergenza <b>CONCORD ITALIA</b>	<b>LAPAS</b> L'Association Luxembourgeoise des ONG	<b>Cercle de coopération</b> des ONG DU LUXEMBOURG	<b>SKOP</b> Solidarnost u Koperaciji	<b>PAR TOS</b>	ZAGRANICA	<b>ONGD</b> PLATAFORMA PORTUGUESA
<b>FOND</b> Fondazione Organismo "operante nella politica di sviluppo e di aiuto"	<b>Ambrella</b> Platform for Development Organisations	<b>SLOGA</b> Slovenian Global Action	<b>LA COORDINADORA</b> DE ORGANIZACIONES PARA EL DESARROLLO	<b>CG&amp;NCORD</b> SWEDEN	<b>bond</b>	<b>NETWORKS</b>
<b>actalliance eu</b> Formerly APODEV	<b>act:onaid</b>	<b>ADRA</b>	<b>Alliance 2015</b> towards the eradication of poverty	<b>care</b>	<b>caritas europa</b>	<b>ChildFund</b> Alliance
<b>CIDSE</b> together for global justice	<b>euCORD</b> European Civil Society Organisation for Human and Development	<b>GNDR</b>	<b>Habitat for Humanity</b>	<b>handicap international</b> humanity & inclusion	<b>IPPF</b> International Planned Parenthood Federation European Network	<b>LIGHT FOR THE WORLD</b>
<b>OXFAM International</b>	<b>PLAN INTERNATIONAL</b>	<b>Save the Children</b>	<b>Sightsavers</b>	<b>solidar</b>	<b>SOS CHILDREN'S VILLAGES INTERNATIONAL</b>	<b>Terre des Hommes</b> International Federation
<b>wecf</b>	<b>Wetlands INTERNATIONAL</b>	<b>World Vision</b> EU REPRESENTATION	<b>WWF</b>	<b>ASSOCIATE MEMBERS</b>	<b>alda</b> European Association for Local Democracy	<b>CARDET</b>
<b>ea ea</b> EUROPEAN ASSOCIATION FOR THE EDUCATION OF ADULTS	<b>EUROPEAN PARTNERSHIP FOR DEMOCRACY</b>	<b>EUROPEAN DISABILITY FORUM</b>	<b>INTERNATIONAL RESCUE COMMITTEE</b>	<b>NRC</b> NORWEGIAN REFUGEE COUNCIL		