



Job Title:	Membership Engagement Officer (37.5 hours per week – 1.0 FTE)
Employer:	Scottish Squash Ltd (SSL) is the governing body for squash in Scotland, recognised by sportscotland , the European Squash Federation and the World Squash Federation. SSL is a company limited by guarantee, with a Board of Directors elected by the members.
Reports to:	Club Development Manager
Who Reports to the Job Holder:	n/a
Context:	<p>SSL is the national governing body for squash in Scotland, and is currently working to deliver its 2023-27 strategic plan, “Together for Squash in Scotland”. Its vision is for a sport where everyone is working together to allow squash in Scotland to develop and thrive. Its mission is to embed a culture of togetherness at national, regional and club level, helping as many people as possible to enjoy the sport, supporting them to be the best they wish to be, and providing them with lifelong participation in the game.</p> <p>SSL’s current strategic plan – Together for Squash in Scotland (2023-27) – can be viewed via the link below:</p> <p>https://www.scottishsquash.org/wp-content/uploads/2023/06/ADM01-P02-Scottish-Squash-Strategic-Plan-2023-27-Together-for-Squash-in-Scotland.pdf</p>
Job Purpose:	<p>The Membership Engagement Officer is a key member of the Scottish Squash staff team, looking to engage, grow and enhance the membership services available for all member clubs and facilities, and individual subscribers across squash in Scotland. The post holder will be responsible for delivering all member/subscriber communications and for supporting the membership (clubs & subscribers) to fully utilise the membership services. They will promote the work of the membership; recognising, rewarding and celebrating success across squash in Scotland.</p> <p>Additionally, the Membership Engagement Officer has a key role to play, working alongside colleagues and partners, to enhance membership experience to increase growth and capacity across all levels of the sport. They will promote and encourage the membership to engage with the opportunities available on the workforce and player pathway.</p>
Location:	<p>Edinburgh</p> <p>Oriam, Heriot-Watt University, Edinburgh, EH14 4AS</p> <p>This post is appropriate for a home working request to be made. Any home working arrangements would be agreed by the post holder’s line manager. The administrative base, for the purposes of expenses and travel claims, is the Scottish Squash HQ (currently located at the address above) but this can be negotiated with the post holder’s line manager.</p>
Salary:	SSL Grade 4 £28,117 per annum



TOGETHER FOR SQUASH IN SCOTLAND

Scottish Squash | Oriam, Heriot-Watt University, Edinburgh, EH14 4AS | T: 0131 374 2020 | E: info@scottishsquash.org

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Contract:	<p>This position is a full-time position (37.5 hours per week – 1.0 FTE)</p> <ul style="list-style-type: none"> Working hours are flexible and we operate a Time Off In Lieu (TOIL) policy This role requires occasional weekend and evening work
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Scottish Squash is committed to creating an inclusive and diverse working environment and is proud to be an equal opportunities employer. We welcome and encourage applications from anyone regardless of age, ability or disability, ethnicity or nationality, gender or gender identity, pregnancy or maternity, religion, sex or sexual orientation.

We are seeking to diversify our workforce and particularly welcome applications from women as well as people with an ethnically diverse background as we are currently under-represented by these identities.

To apply, please complete the Application Form provided via the website link below.

Candidates are also asked to complete the Equal Opportunities Monitoring Form, also available at the link below.

Completed applications should be emailed to governance@scottishsquash.org

<https://www.scottishsquash.org/vacancies/#top>

Closing date: 23:59 Sunday 18th August 2024 (all applications will be acknowledged)

We suspect this role will have a high level of interest and so if you are interested in this post we advise you apply early, as we reserve the right to close the advert prior to the advertised closing date.

For an informal discussion, please contact Jack Brodie (Club Development Manager) on 07908 798 133 or Garry McKay (Chief Operating Officer) on 07483 909 720.

Key Responsibilities	
1	<p>Membership Services</p> <ul style="list-style-type: none"> Deliver the annual membership scheme, acting as the primary contact for all member clubs and individual subscribers. Promote and develop the membership services, coordinating and providing relevant support to allow the membership to fully utilise the membership services. Support the implementation of the SSL child protection policy and procedures across the national governing body and its membership. Deliver against project budgets, at times making autonomous decisions about all areas of expenditure.
2	<p>Membership Engagement</p> <ul style="list-style-type: none"> Lead and deliver on all member club and individual subscriber communications. Lead and deliver on a facility engagement plan to connect all squash clubs and facilities to the national governing body. Encourage member clubs to use SSL communication channels to promote their events and good news stories.



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	<ul style="list-style-type: none"> Promote and coordinate the annual membership awards to recognise, reward and celebrate successes across squash in Scotland. Provide operational delivery of relevant media coverage across departmental operational plans.
3	<p>Membership Experiences</p> <ul style="list-style-type: none"> Support the promotion and signposting of all of the opportunities available on the workforce and player pathway. Support in maintaining existing partnerships and deliver against the agreements for all membership related partnerships. Provide support on projects, initiatives and campaigns including the development of multi-year funding bids and long-term partnership agreements.
4	<p>Other</p> <ul style="list-style-type: none"> Ensuring adherence to and compliance with all SSL policies and procedures and participating in training where required. Assisting with any other duties as reasonably required in order to enhance the business of SSL.

Person Specification

Skills:

- People development focused with the ability to communicate with a broad spectrum of people.
- An inclusive approach and commitment which actively creates and maintains a respectful culture.
- Business operational/development skills.
- Very good organisational and time management skills.
- Project delivery skills.
- Website development skills (SSL use a WordPress CMS).
- IT confident (SSL use Microsoft Office 365).

Knowledge & Experience

- Knowledge of the workings of a membership body and experience in maintaining membership schemes, records and benefits.
- Knowledge and experience of the equality, diversity and inclusion agenda within sport.
- Knowledge and experience of developing communication plans and managing communication channels.
- Experience in developing and maintaining effective partnerships.
- Knowledge of SportyHQ desirable.

Other (Essential):

- Visa/right to work in the UK.
- Individuals will be asked to become a member of the Protecting Vulnerable Groups scheme.
- Child Protection training or willingness to undertake training - and any other training deemed necessary for the role.