

## **ROLE DESCRIPTION**

### **JOB TITLE: MEMBERSHIP AND CLUB DEVELOPMENT OFFICER**

**Full time– 37hr/week**

**Salary scale: £30,182 - £35,166 per annum**

**Fixed term contract until 31 March 2029**

### **The Role**

The post holder is responsible for supporting the delivery of Mountaineering Scotland's membership and club development targets, leading on membership engagement opportunities, and events, and contributing to our communications content through a variety of media.

The position is wholly supported by sportscotland investment, with the specific aims of:

- Supporting the delivery of our membership strategy to grow individual and club membership and develop a diverse and inclusive community of members.
- Working closely with our network of affiliated clubs and club huts, supporting their development needs, and ability to engage and attract new members for continued growth.
- Playing a lead role in the implementation of the sportscotland 'Moving to Inclusion' initiative and coordination of the Equality, Diversity and Inclusion network.
- Develop our presence in the mountaineering community through new and existing engagement opportunities and through the development of our membership offering.

The post holder will be part of the Member Services and Communications team and will be expected to communicate and work collaboratively with the whole staff team as well as volunteers (including Board members) and partner organisations.

### **Job Context**

More people than ever before are enjoying Scotland's outdoor spaces and indoor climbing facilities and it's an exciting time to be working with Mountaineering Scotland, as part of a small but dedicated team focused on ensuring our members get the most out of these unique places.

Mountaineering Scotland is the representative body for hill walkers, climbers and ski-tourers and campaigns actively on a wide range of issues including access rights, protection and conservation of the mountain landscape. We are a not-for-profit company with fifteen employees, a growing membership of just under 16,000 and a turnover of over of around £500k. Working with a range of partner organisations, we promote mountain skills, self-reliance and safety through the delivery of courses and awareness raising.

Mountaineering Scotland is also the national governing body for the sport of indoor climbing, now an Olympic discipline, and our ClimbScotland initiative aims to encourage more young people to take up climbing.

Mountaineering Scotland is committed to being an employer that recognises and encourages equal opportunities, diversity, inclusion and respect in the workforce, with employment conditions and practices that ensure all staff and volunteers are treated equitably. We particularly welcome applications from those who are significantly underrepresented in our sector, such as women, people with disabilities (including hidden disabilities) and individuals from Black and Minority communities.

## **Main duties and responsibilities**

### **Membership (50%)**

- Collaborate with the staff team, volunteers and external organisations to support the delivery of the Membership Strategy and membership targets.
- Coordinate and develop a program of member events and community engagement opportunities to raise the profile and awareness of Mountaineering Scotland and ClimbScotland.
- Support the ongoing development of the membership offering to appeal to existing and potential new members including specific offers for the hillwalking and indoor climbing communities.
- Develop partnerships with relevant organisations, brands and corporate sponsors to support the delivery of key initiatives and events.

### **Clubs (20%)**

- Support the needs of clubs, club committees and their members by developing a range of training, support and guidance to existing and new clubs including governance, safeguarding and wellbeing, provision and delivery of indoor and outdoor events/ meets, health and safety, promotion of the club and other requirements.
- Support the growth of membership in existing and new clubs to the target levels defined in the annual operational plan, to be measured by reference to Mountaineering Scotland membership system.
- Support engagement with youth climbing clubs, squads and University climbing clubs.

- Support the delivery of information and events for student clubs and liaise with colleges and other student organisations to develop the student club network.

### **Equality, Diversity & Inclusion (20%)**

- Play a lead role in the implementation of sportscotland's 'Moving to Inclusion' initiative, working with staff, Board members and volunteers to embed equality, diversity and inclusion in all areas of the organization and regularly review progress to ensure continuous improvement.
- Coordinate the activities of Mountaineering Scotland's Equality, Diversity and Inclusion network with support from the Director for HR, Equalities and Governance.

### **Other (10%)**

- Support the creation of content for use online and in publications including video, photography, written content (online and print) and podcasts.
- Regularly contribute to Mountaineering Scotland/ClimbScotland publications and communications.
- Develop a team of event volunteers to support event delivery.
- Using data to gain insights and track performance on progress in all areas of work.

### **Additional Responsibilities**

- Through their role as a representative of Mountaineering Scotland, act in a professional and enthusiastic manner at all times to promote and implement development initiatives to meet agreed targets set in our operational plan
- The post holder is expected to understand, and where appropriate, apply other relevant policies and procedures contained in the Mountaineering Scotland Company Manual.
- Ensure full personal understanding of Mountaineering Scotland policies and procedures relating to equality, child protection and safeguarding children, and implement them where appropriate
- Ensure that all events organised under the auspices of Mountaineering Scotland / ClimbScotland fully meet the requirements of the Events Code of Practice.
- Observe all relevant health and safety requirements when providing instruction or attending events at third party premises.
- Be bound by and promote the ethos of the Mountaineering Scotland Equality Policy.

# Person Specification

## Experience and Skills Required

### Essential Attributes:

- A highly motivated self-starter who is willing and able to act as an enthusiastic ambassador for Mountaineering Scotland.
- Experience of initiating, developing, delivering and evaluating projects.
- Track record in working as part of a team to achieve targets.
- Experience of developing partnerships and working effectively with partner organisations.
- Experience of supervising staff and/or working with volunteers.
- Excellent written and verbal communication skills, with an ability to engage with a diverse range of ages and audiences.
- Ability to manage, prioritize and adapt to a diverse workload, meet deadlines, and work calmly under pressure.
- IT competent with a good working knowledge of Microsoft office packages including Word, Excel, Powerpoint and Teams.
- Experience of using social media to influence and engage with new audiences.
- Other
  - You will be naturally curious, adaptable and keen to learn.
  - Full, clean driving licence and willingness to travel.
  - Flexibility to work evenings and weekends where required.

### Desirable Attributes:

- A current member of Mountaineering Scotland and/or an interest in and understanding of the work of the organization.
- Previous experience in membership recruitment/marketing, working within a membership organisation or as a member of a club.
- Recognised mountaineering qualification eg Summer Mountain Leader, Rock Climbing Instructor
- Experience of sourcing and securing funding or sponsorship.
- Safeguarding Children level 1 & 2 training (or equivalent).
- Experience of producing high quality copy and images for digital and print communications.
- Previous experience working with the JustGo Membership database (or similar).

- Experience of designing posters/flyers/graphics using eg Canva, Adobe software.
- Experience of updating websites using Wordpress or other CMS.

## **Expectation**

The post holder is expected to understand, and where appropriate, apply the policies and procedures contained in the Mountaineering Scotland Company Manual.

## **Accountable to whom**

The post holder reports to the Member Services and Communications Manager.

## **Performance Measures**

Performance will be assessed by reference to the successful achievement of the activities and outcomes stated in 'Key Responsibilities and Areas of Work' described above and the achievement of targets defined in the annual operational plan.

## **Working Hours & Remuneration**

This is a full-time position working 37hrs per week, excluding lunch breaks. The salary for the post is from **£30,182 - £35,166** per annum, paid monthly and the position on the scale will be negotiable on appointment depending on previous experience.

The duties require the post holder to work an unspecified number of irregular hours including evening and weekend work, in which case the post holder is entitled to time off in lieu to be agreed with the line manager.

The contracted place of work will be hybrid working (Home/Perth Office) subject to negotiation and with a minimum of 2 days/week in the Perth office.

The post holder will be entitled to 35.5 days paid annual leave per annum, this includes 10 days public holiday and 25.5 days annual leave increasing to a maximum of 38.5 days after 3 years.

This Job Description is subject to regular review and may be updated accordingly to reflect the evolving needs of the position and organisation.

## **Additional Benefits**

- Flexible working hours with the potential for home working.
- Generous annual leave and ability to claim reasonable expenses.
- Access to workplace pension with employer contributions matched up to 6%.
- Provision of Mountaineering Scotland branded clothing, access to pro deals on equipment and clothing.
- Free access to the Mountaineering Scotland skills training courses.
- Access to the sportscotland Learning and Development programme.
- Opportunity work from a modern refurbished office in central Perth.
- Access to the 'Cycle to Work' scheme.

## **Probationary Period**

The post is subject to the completion of a successful 3-month probationary period, which will be assessed on the basis of the Performance Measures stated above. The line manager will hold interim review meetings on a regular basis prior to the expiry of the probationary period.