UNITED CITIES AND LOCAL GOVERNMENTS
ASIA PACIFIC

TERMS OF REFERENCE

Vacancy no: **UCLG ASPAC/014/IV/2021**
Post Title: **Member Services Coordinator**
Division: **Bureau of Secretariat/HCMS**
Duty Station: **Jakarta, Indonesia**
Duration: **One-year contract and extendable**
Date Posted: **23 April 2021**
Closing Date **28 April 2021**

Background

United Cities and Local Governments Asia Pacific (UCLG ASPAC) is the biggest regional section of the United Cities and Local Governments (UCLG), with its Secretariat based in Jakarta, Indonesia. UCLG is a worldwide association of local governments, and is the officially recognised voice of local governments by the United Nations. UCLG ASPAC has linkages to more than 7,000 local governments. It represents well over 3.76 billion people - more than half of the world population - and incorporates fast economically developing countries such as China, India, and Indonesia.

UCLG ASPAC is the key knowledge management hub on local government issues in the Asia-Pacific region. It promotes democratic local government, supports cooperation between cities, local governments and their associations, and facilitates programmes, networks and partnerships to develop the capacity of local governments and associations. UCLG ASPAC represents local governments politically within the international community, and with the United Nations and its agencies. It also promotes inclusive societies which safeguard equality, social, and economic justice, and sustainable community development. UCLG ASPAC is engaged in all relevant thematic fields for nurturing sustainable development, such as poverty alleviation, climate change, disaster resiliency, culture, strategic planning, decentralisation, local finance, gender equality, women leadership and empowerment, as well as good governance.

UCLG ASPAC is looking for a qualified Member Services Coordinator (MSC) with a period of 1 (one) year and a possible extension to manage the Member Services Division in implementing the planned activities, and improving the outreach and effectiveness of the Division.

Objectives and Goals:

1. To develop strategies and implement the tasks and role of Member Services Division, including the implementation of its programmes and activities;
2. To expand the memberships of UCLG ASPAC and its outreach;
3. To support the development of profile of member services and plan to attract potential members and maintain the existing members;
4. To conduct the promotion of UCLG ASPAC activities to existing members, potential members and partners.

Scope of Work/Key Duties:

The key duties and activities of this role are:

1. Manage the preparation of statutory meetings of UCLG ASPAC, including the biannual Executive Bureau, annual Council and biennial Regional General Assembly Meetings with the host local governments/associations and the follow-ups.s
2. Prepare and ensure the completion of Regional Executive Bureau/Council/General Assembly Meeting papers.
3. Liaise with UCLG World for biannual World Executive Bureau, annual Council and biennial General Assembly participated by UCLG ASPAC President, Secretary General and members and other representatives.
4. Serve as main contact person for all member inquiries.
5. Provide and develop ideas to execute successful strategies to recruit and orient new members, ensure members' renewals and upgrade current members' status.
6. Update and maintain the contacts of members, database and members' profile.
7. Collect information and develop membership category/sub category and directories of each type of memberships.
8. Perform administrative duties related with Members Services Division's needs.
9. Conduct the annual membership needs survey, cost and benefit analysis, the evaluation of past services provision, to better strategise and plan for new services.
10. Provide information requested by other Divisions related with members needs and/or profile.
11. Recruit new members and process the membership applications.
12. Provide inputs in development of procedures related to placement of members and foreign experts.
13. Assist the Head of Communication and Member Services Division in data collection and information requested by members, partner and/or donor agencies.
14. Assist the Head of Communication and Member Services Division for the event/activity's preparation.
15. Perform other duties as required from time-to-time by the Secretary General and Head of Communication and Member Services Division.
16. Provide support to members/committees, match their needs with potential resource or partners.

Deliverables:

1. Updated database and profiles for members.
2. Well organised ASPAC Statutory meetings.
3. Business papers of statutory meetings ready on time (at the latest two weeks prior to the respective meetings).
4. Implemented planned activities and reporting within Member Services Division.
5. Members' satisfaction on services and members' expansion and outreach.

Qualifications:

Education:

- Minimum Bachelor Degree is required.

Working Experiences:

- Direct experience working in membership services for an association is highly preferred.
- Minimum 5 (five) year experience in a similar position in an association and/or development sectors.
- Demonstrated experience working with cities and local governments, multi-donor agencies, and/or development partners.

Computer:

- Excellent computer knowledge; proficiency in MS Office Suite (Word, Excel, PowerPoint, Access) and Google Apps required. Experience with Adobe Creative Suite and basic CSS/HTML a plus.

Languages:

- Excellent communication and writing skills (English).
- Highly developed communication skills, including ability to draft/edit texts and to articulate ideas in clear, concise style to a variety of audiences, as well as facilitation skills.

Other Skills, Behavior and competencies:

- Demonstrated experience in members' management and services; use of a variety of membership database.
- Ability to think strategically, anticipating future development and planning accordingly; proactively identify issues and generate recommendations.
- Superior organisational skills and attention to detail; ability to handle multiple tasks simultaneously and balance competing priorities; experience in planning multi-step activities and reaching milestones on time without sacrificing accuracy and quality.
- Demonstrated writing and editing skills; effective verbal communication skills.
- Takes initiative, demonstrates creativity, personable and has a high level of professionalism.
- Comfort working independently, as well as part of a team; proactively collaborate with other staff, members and other stakeholders on relevant projects.

- Presented professional behavior in carrying out the duties and positive attitude for services
- Experience in working in an international environment, respecting different cultures and nationalities.
- Positive work ethic with a willingness to learn and grow.
- Considerable domestic and international travels may be required.

Supporting Team

The post will be supervised by Head of Communication and Member Services Division and supported by Member Services Assistant

How to Apply:

Updated CV with a cover letter which explains on how your experiences and skill-set is matched with the vacant position, to be submitted via email to recruitment@uclg-aspac.org **by 28 April 2021**.

Fill the email "Subject" Column of the email in the format: <Position applied, Project Name> - <your name>

Only selected candidates will be contacted.