

<b>POSITION DESCRIPTION</b>	
<b>TITLE</b>	Memberships & Operations Manager
<b>TEAM</b>	Strategic Advocacy, Growth and Engagement
<b>REPORTS TO</b>	General Manager Strategic Advocacy, Growth and Engagement
<b>ROLE TYPE</b>	Full-time (On-going)
<b>LOCATION</b>	United Arab Emirates or United Kingdom
<b>DIRECT REPORTS</b>	N/A

<b>HOW YOU CONTRIBUTE</b>	
<p>The Strategic Advocacy, Growth and Engagement team leads the Institute’s external engagement and influence efforts, ensuring our voice shapes CCS policy, public understanding, and industry direction across regions. The team works collaboratively across regions and functions, manages relationships with Members, government stakeholders, and strategic partners, while delivering regional advocacy campaigns, events, and tailored support for fee-for-service and consortia work.</p>	
<b>YOUR ROLE</b>	<p>The Memberships &amp; Operations Manager provides comprehensive administrative and event support to the Strategic Advocacy, Growth and Engagement team, facilitating member engagement, business development, and smooth operational management.</p>
<b>RESPONSIBILITIES</b> - % are an estimate and may vary throughout the year	<p><b>ADMINISTRATION SUPPORT 30%</b></p> <ul style="list-style-type: none"> <li>• Manage operational coordination across Strategic Advocacy, Growth and Engagement regions, serving as the first point of contact for internal administrative queries.</li> <li>• Coordinate logistics for meetings, seminars, and conferences, including scheduling, documentation, and venue arrangements.</li> <li>• Provide administrative support for regional business development activities, including meeting preparation, note-taking, CRM data entry, and onboarding documentation.</li> <li>• Manage diaries and administrative processes for the GM Strategic Advocacy, Growth and Engagement (SAGE) and other regional leads as needed, including credit card reconciliations and related reporting.</li> <li>• Coordinate travel arrangements for GM SAGE and other regional needs as needed, including visas, supplier coordination, invoice processing, cost tracking, and ensuring travel complies with approval procedures.</li> <li>• Maintain structured administrative records and contribute to process alignment and compliance with internal systems and protocols.</li> </ul> <p><b>MEMBERSHIP/ADVOCACY 40%</b></p> <ul style="list-style-type: none"> <li>• Manage the membership lifecycle processes, including onboarding, renewals, resignations, and representative updates, across internal systems and CRM.</li> <li>• Maintain and update the list of members on the organization’s website to reflect current membership base.</li> <li>• Coordinate the due diligence process and forms in collaboration with the Finance team.</li> <li>• Administer the Member inbox, respond to inquiries, and coordinate internal routing and follow-up.</li> <li>• Support SAGE teams by preparing and formatting membership proposal templates and assisting with related membership applications as needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Process Member related forms, such as new Members, resignations, and change of nominated representative forms and records.</li> <li>• Facilitate the planning and execution of Member webinars, including scheduling, registration, content updates, and publication of recordings.</li> <li>• Support the SAGE team with regional member engagement, including meeting records, CRM updates, and content review of translated materials (e.g., GSR).</li> <li>• Coordinate and produce Quarterly Member Reports, including cross-team input collection, content formatting, and publication to the Member Portal.</li> <li>• Review CO2RE database for quality control and data entry.</li> </ul> <p><b>EVENTS 20%</b></p> <ul style="list-style-type: none"> <li>• Coordinate the Strategic Advocacy events delivery, including liaising with members, managing registrations, and preparing speaker materials.</li> <li>• Support the Events team on-the-ground (as needed) , including venue booking, sending invitations, and preparing materials.</li> <li>• Contribute to post-event activities, including attendance tracking, feedback collection, and upload collateral.</li> </ul> <p><b>VALUES, CULTURE, AND OPERATIONS 10%</b></p> <ul style="list-style-type: none"> <li>• Administration and support activities to ensure smooth delivery and operations.</li> <li>• Contribute to the Institute’s culture by embodying our Values and Behavioural Competencies.</li> <li>• Other duties as required.</li> </ul>
<b>QUALIFICATIONS</b>	Tertiary qualification in Administration, Business Management, related field, or equivalent experience is desirable. Experience in Zoho CRM would be advantageous but not essential.
<b>ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Collaborative</li> <li>• Humility</li> <li>• Strategic thinker</li> <li>• Client-centric</li> <li>• Process and results-oriented</li> <li>• Resourceful</li> <li>• Adaptable</li> <li>• Detail-oriented</li> <li>• Growth mindset</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Microsoft Office suite, especially proficiency in Excel, PowerPoint, and Word</li> <li>• Fundamental understanding of IT systems and general IT proficiency</li> <li>• Proficiency in Accounting principles, finance management systems, ideally MYOB</li> <li>• Fluent in English and Arabic (desirable but not necessary)</li> </ul>
<b>ADDITIONAL INFORMATION</b>	<ul style="list-style-type: none"> <li>• Occasional travel required</li> </ul>

### OUR VALUES AND BEHAVIOURAL COMPETENCIES

Our Values and Behavioural Competencies define the culture we’re building at the Institute, grounded in respect, accountability, and collaboration. They guide how we collaborate to deliver impact for CCS and drive positive global change. Upholding ‘above the line’ behaviours reinforces this culture, while calling out ‘below the line’ behaviours helps protect it – as individuals, in teams, and across functions. Together, these expectations shape how we show up, support one another, and contribute to a positive, high-performing workplace.

<b>VALUES</b>	<b>QUALITY</b>	We strive for excellence in all that we do. We are a trusted, knowledgeable and responsive organisation known for exceptional advice and service delivery.
	<b>COLLABORATION</b>	We work cooperatively and our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.
	<b>INTEGRITY</b>	We hold ourselves to the highest standards in all we do. Our actions and communications are responsive, ethical and respectful of diversity.
<b>BEHAVIOURAL COMPETENCIES</b>	<b>COLLECTIVE STRENGTH</b>	You actively develop and leverage the Institute's collective strength.
	<b>ACCOUNTABILITY</b>	You hold yourself and others accountable.
	<b>GROWTH MINDSET</b>	You seek ways to continuously learn and improve.
<b>ABOVE THE LINE BEHAVIOURS</b>		<b>BELOW THE LINE BEHAVIOURS</b>
<ul style="list-style-type: none"> <li>- Demonstrates openness and curiosity</li> <li>- Collaborates effectively and engages proactively with others</li> <li>- Responds promptly and takes accountability for their actions and decisions</li> <li>- Looks for opportunities to improve processes and practices</li> <li>- Communicates clearly and appropriately, adapting their style to suit the audience</li> <li>- Values others' input when making decisions and acts with integrity, humility, and honesty</li> <li>- Engages in difficult or challenging conversations in a respectful and productive way</li> </ul>		<ul style="list-style-type: none"> <li>- Displays defensiveness and negativity</li> <li>- Makes excuses or places blame on others</li> <li>- Avoids accepting responsibility or accountability</li> <li>- Criticises others unnecessarily</li> <li>- Works in isolation without collaboration</li> <li>- Produces work of poor quality</li> <li>- Misses deadlines and key milestones</li> <li>- Withholds information and feels threatened when asked for clarification</li> <li>- Demonstrates ineffective communication skills</li> <li>- Spreads gossip or speaks unfavourably about others</li> </ul>