Northern Housing Consortium

Job Title: Engagement and Events Officer (Membership)

Responsible to: Senior Engagement Manager

Section: Policy & External Relations

1. Main purpose of the role

- To help deliver a varied, timely and relevant programme of member engagement and events that strengthens relationships with NHC members, supports the sharing of good practice and ensures member insight informs the organisation's wider work.
- To take responsibility for a portfolio of member networks and engagement activities, alongside planning and delivering online and in-person events.
- To build positive relationships across the NHC membership and work with colleagues to ensure engagement activity reflects member priorities and supports the NHC's wider objectives.

2. Key tasks and responsibilities

Member networks and engagement

- Take responsibility for a portfolio of NHC member networks and other regular engagement activity, developing a clear forward plan and ensuring meetings and follow-up activity are delivered effectively.
- Build and maintain positive relationships across the NHC membership and with wider stakeholders, acting as a consistent and approachable point of contact.
- Identify themes, issues and opportunities for engagement by listening to members, working with colleagues and keeping informed about the wider operating environment.
- Plan and facilitate member meetings, roundtables, workshops and other forums, including preparing agendas, briefing contributors, supporting discussion and producing appropriate follow-up outputs.
- Proactively identify opportunities to showcase members' work, learning and good practice.
- Capture and share member insight and business intelligence so it can inform future engagement, policy, communications and service development.

Events and programme delivery

- Plan and deliver a range of high-quality member-facing activity, which may include conferences, networks, dinners, tours, topic clinics, roundtables and online events.
- Manage individual activities from initial idea through to delivery and evaluation, coordinating schedules, speakers, venues, suppliers, attendees and internal contributors.
- Source, invite and brief speakers, chairs, sponsors, supporters and other contributors as required.
- Work positively with venues, caterers and suppliers to ensure smooth and professional event delivery.
- Provide confident on-the-day support at online and in-person events, responding calmly and practically to changing circumstances.
- Review feedback and contribute to the continuous improvement of event processes and member engagement approaches.

Communications, insight and targeting

- Draft clear and engaging event and network copy, including invitations, agendas, briefings and follow-up communications.
- Use the CRM system and member data to develop appropriate invitation lists, record engagement and support a more targeted approach to communications.
- Contribute to member segmentation and use available insight to help ensure activity reaches a broad range of member organisations, roles and geographies.
- Coordinate promotion and communications with the NHC communications team, including web, email and social media activity where appropriate.
- Ensure accurate and timely information is shared with members, contributors and internal colleagues.

Working across the NHC

- Develop strong and effective working relationships with colleagues across the organisation and ensure relevant teams are involved in engagement activity at the right stage.
- Work with colleagues across the Directorate to connect member engagement with current and emerging issues, ensuring activity is informed by member needs and supports the NHC's wider objectives.
- Work with NHC Procurement and other teams to identify appropriate opportunities for cross-promotion, collaboration and member benefit.
- Provide briefings and updates for colleagues and senior leaders where required, drawing on member insight and engagement activity.
- Provide general project, administrative and coordination support to the wider member engagement programme as needed.

3. We're all about people

- Act as an advocate and ambassador for the NHC.
- Exemplify the culture, values and behaviours of the organisation.

- Actively support team working across the organisation in the delivery of the NHC's objectives.
- Carry out other such duties as may be necessary for the successful operation of the NHC.
- Fulfil the requirements of the post in a professional manner, maintaining high standards of quality, service and personal performance.
- Take an active approach to learning and personal development.

4. Qualifications and experience

For this role, we'd expect the holder to have:

- Strong organisation and project management skills, with experience of coordinating activity involving multiple stakeholders (E)
- Experience of organising events, meetings, networks, workshops or other customer- or member-facing activity (E)
- The ability to build positive working relationships and communicate confidently with people at different levels, internally and externally (E)
- Good written and verbal communication skills, with the ability to produce clear, accurate and engaging content for different audiences (E)
- The ability to facilitate meetings or group discussions, or the confidence and willingness to develop this skill (D)
- A proactive, self-directing approach, with the ability to take ownership, use initiative and respond flexibly to changing priorities (E)
- The ability to manage competing deadlines, pay close attention to detail and remain calm under pressure (E)
- Confidence using Microsoft Office, particularly Word, Excel and PowerPoint, and the ability to use or learn CRM and online event systems (D)
- An interest in the housing, local government or wider public policy environment. Previous sector experience is desirable but not essential (D)
- Flexibility to travel and occasionally work outside standard hours to support events and member activity (E)

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